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.....

Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Let us know what you already have and so do not need. Include the keywords, synonyms and meaning of acronyms. Define all terms that may have a specific meaning. Please attach a copy of the background, abstract, claims and other pertinent information.

Please state how the terms or keyword strings should relate to one another.

Title of the Invention \_\_\_\_\_  
Inventor(s) \_\_\_\_\_

SPE  
Fan Tsang

Earliest Priority date to be used <

PLEASE SEARCH WEB CALL

PRIORITY DATE 4-21-1995

\*\*\*\*\*  
**STAFF USE ONLY**

Searcher Pamela Reynolds TYPE of Search  
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Location Knox 8554 Litigation \_\_\_\_\_  
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## VoiceCon Spring '06: Interview With Brett Shockley, CEO of Spanlink

[PRINT](#)

Monday, March 06, 2006

Written by Alex Dunne

In our ongoing series of interviews with VoiceCon exhibitors this week, we spoke with Brett Shockley, the CEO of Spanlink Communications, to see what the company is announcing here at the show. Shockley has more than 20 years experience in the telecommunications and call center markets, and founded Spanlink in 1988. He helped take the company from a \$3,000 initial capital investment to an IPO before taking the company private in 2000 and selling a minority interest to Cisco. In addition to holding a telecommunications device patent, Shockley pioneered the concept of Web-enabled call centers with the release of the industry's first product, WebCall, in 1995.



**You announced a number of new and updated products at VoiceCon this week. Tell us about them.**

The products we're launching today enable customers to provide better service to their customers. Spanlink Quality Management is a new call recording and evaluation software product that optimizes team performance in virtual customer interaction networks. It's part of the Spanlink InteractiveEdge family of products, which are built to transform centralized contact center environments into virtual customer interaction networks. Spanlink AnswerCenter is a family of new speech-based and agent-based products to automate multi-channel question answering through natural language understanding. The third product is a significant new release of Spanlink CentralControl, software for virtual IP communications systems management.

**Your InteractiveEdge family of products is designed to help transform centralized contact centers into networks of virtual contact centers. What forces are driving contact centers towards this decentralization, and what benefits and challenges does this present?**

Businesses are becoming increasingly distributed – more virtual. The benefit is that enterprises can take advantage of human resources wherever they are located, whether they are in a call center, a branch, a home office or corporate headquarters. They may find that they can provide more effective services at a branch location that is close to the customer, for example, rather than a centralized contact center, or expand their workforce with flexible home agents.

With a growing number of remote agents and branch locations interacting with customers, the question becomes: how do I ensure that agents and supervisors maintain productivity, quality and the ability to collaborate – even if they aren't co-located? Spanlink InteractiveEdge products optimize the way agents and supervisors interact with customers and each other, regardless of location.

**Among its new features, Spanlink Quality Management 2.0 supports speech analytics at the edge. Explain how this works and how it benefits companies.**

Spanlink Quality Management uses the power of an agent's PC for voice and screen recording, compliance storage, and evaluation and training. If agent teams aren't in a single location, it's a challenge for supervisors to continue to manage to key performance metrics and ensure quality transactions. Quality solutions that are available today require at least one dedicated server at every location to capture recordings. This can be server intensive and there are bandwidth issues in transferring the recordings over the network for processing. Spanlink's InteractiveEdge products enable the recordings to be captured in the agents' PC, and then by having only transactions of interest passed to a central location at off-peak hours for the network, contact centers save in capital expense, reduce bandwidth issues and it becomes easier to deploy and manage.

**More and more companies are adopting VoIP as they upgrade their phone systems, but they often don't fully embrace the possibilities that VoIP brings. How do you counsel these companies to help them see these possibilities?**

### Brett Shockley, CEO, Spanlink Communications.

**What VoiceCon conference session are you looking forward to the most?**

I'm particularly looking forward to the Next-Generation Contact Centers sessions. Spanlink finds that customers stand to gain the biggest benefits from VoIP in the contact center because VoIP enables them to connect more strategically with their customers. This is where real business transformation is possible. I'm thrilled to see the conference expand its sessions and exhibit hall to include focus regarding this important business area.

**Currently reading:**

*Branded Customer Service* by Janelle Barlow and Paul Stewart. It's a great book on the importance of delivering a consistent, differentiated customer service experience that reinforces your brand. It is one of the key benefits that can be derived from applying IP Communications technology strategically.

We see some companies replacing "like for like" when they make the VoIP transition – that is, replacing their TDM systems at each location with a VoIP system each location. When a company does that, they have a shiny new phone system but aren't taking advantage of VoIP technology in order to optimize their business. We counsel our customers to look at where they can leverage their new VoIP system to improve their communications to achieve business benefits. We advise them regarding how to deploy solutions the way they "should be" to support their goals, rather than the way they always "have been." We call these the tough questions of customer interaction and system management.

**What are some of the big trends you're seeing right now in the management of contact centers, and how are your products evolving to address these challenges?**

IP Communications changes not only how businesses communicate, but how they operate. But many companies will embark on an IP Communications migration without thinking about how efficient system management can slash operational expense.

Say a business has two contact centers, six branches and virtual offices. This same business also has network managers -- who with the new IP Communication system are now also telecom administrators -- at the voice and data center at corporate headquarters. They are trying to manage moves, adds and changes for the entire network. It's not practical.

Spanlink's CentralControl provides administrative roles, permissions and multi-tenancy required to manage distributed IP Communications environments. CentralControl allows a small group of senior administrators to maintain control of the core voice network configurations while administrators at call center, branch and other remote sites make their own secure and routine changes independently – without compromising the quality of the overall voice network. CentralControl enforces best-practices that support ITIL-based service management. For example, CentralControl tracks every move, add and change. In addition, it won't let a site administrator add a phone if the system is approaching capacity limits, add dialing permissions that aren't valid for the location, or define phone numbers that aren't valid on the enterprise dial plan.

CentralControl lets businesses manage with speed, precision and quality and ultimately lower their operation costs. For some deployments, you simply can't build or manage the voice network without a solution like CentralControl.

**Spanlink AnswerCenter is an update of Discern, which you acquired in 2002. How have you improved on that product?**

When Spanlink acquired the Discern technology it was just that – good core technology. It was developed by Stanford Research Institute (SRI) for government and DOD applications during the first gulf war. What Spanlink has done is taken that patented technology and productized it for use in contact centers. Today, Spanlink's AnswerCenter family of products allow customers immediate and precise access to their enterprise information through speech and text applications. Unlike keyword search technology, Spanlink's AnswerCenter understands questions, including the synonymy between words, and delivers the precise answer at the sentence level, not hundreds of documents. The core natural language technology builds a knowledge base that understands language to interpret the precise meaning of the question – as well as the information source. Agents, supervisors and customers through self-service can use AnswerCenter to access enterprise content for answers or just plain knowledge. Our customers are leveraging the applications to increase first call resolution, reduce training and improve and differentiate the self-service experience.

**You have a strong relationship with Cisco. Tell us how your companies became so close, and how your product development teams work together.**

Spanlink has many relationships with Cisco – as an integrator as well as a development partner. We also have strong relationships with some of Cisco's largest IP Communications partners who look to us to help with their largest customer interaction deployments. Spanlink's history and success in product development, our technical depth and the fact that we worked along side Cisco in pioneering the early IP Communications deployments has earned us that strong relationship. We feel it's been a win/win for our companies, as well as our mutual customers.

**When installing a VoIP system across several different sites, what are the biggest obstacles that companies need to be prepared for?**

Companies need to be prepared for how the VoIP transformation will impact human resource factors for customer service and system management – because roles will change. That is why we see decisions about customer interaction being made at higher levels within a customer's businesses. The key is to understand the opportunity for benefits for each business and build a solution that supports key business objectives. That's really what Spanlink specializes in helping our customers do.

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(c) 2006 The Gale Group  
File 647:CMP Computer Fulltext 1988-2006/May W1  
(c) 2006 CMP Media, LLC  
File 696:DIALOG Telecom. Newsletters 1995-2006/Apr 20  
(c) 2006 Dialog  
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(c) 1999 PR Newswire Association Inc  
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(c) 2006 Jane`s Information Group

Set	Items	Description
S1	7486	WEBCALL OR WEB()CALL
S2	38	S1 NOT PY=>1996
S3	24	RD S2 (unique items)
S4	6	S3(S) (TELEPHONE OR PHONE) (3N)NUMBER?
S5	6	S4 NOT PY=>1996
S6	6	RD S5 (unique items)

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00952306 96-01699

**Linking up to a global network**

Conhaim, Wallys W  
Link-Up v11n6 PP: 5, 10+ Nov/Dec 1994  
ISSN: 0739-988X JRNL CODE: LUP  
WORD COUNT: 2616

...TEXT: that is helping prospective information providers of all sizes create services for the World Wide **Web** . Call 800-848-8199 for subscription and service information.

GENie, Under the leadership of its new...

3/3,K/2 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

04112291 Supplier Number: 45998297 (USE FORMAT 7 FOR FULLTEXT)  
**INTERNET ACCESS: AT&T & SPANLINK COMMUNICATIONS TO PROVIDE TELEPHONE LINKS FROM THE INTERNET FOR SECURE ELECTRONIC COMMERCE**  
EDGE, on & about AT&T, pN/A  
Dec 11, 1995  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 526

(USE FORMAT 7 FOR FULLTEXT)

**TEXT:**

AT&T and Spanlink Communications Monday announced the availability of Spanlink's **WebCall** software, which allows consumers to conduct secure commercial transactions on the Internet.

Spanlink Communications, a developer of interactive computer telephony software, developed **WebCall** to allow World Wide Web users to initiate a direct telephone link to customer service...

...of customers inevitably need live representative assistance," says Brett Shockley, Spanlink's chief executive officer. " **WebCall** integrates telephony and Internet access to make services more accessible, flexible, efficient and secure, saving time and money."

With **WebCall** , the Internet now becomes more than a place to market products, the companies said. Consumers...

...about the caller, including the telephone number at which he or she can be reached. **WebCall** then links through the World Wide Web and onto AT&T's INTUITYCONVERSANT Interactive Multimedia Response system, which completes the call.

Before the call is connected, **WebCall** displays a message indicating the expected wait time until a customer service representative will be...

...connected.

Because the majority of a transaction is conducted on their Web site, companies implementing **WebCall** will save significant amounts of network and personnel expenses associated with a typical live call...

...complete an order form, including a phone number and mailing address.

Within a few minutes **WebCall** 's ExtraAgent calls the customer back over the public telephone network to verify the transaction...

...INTUITY CONVERSANT system's advanced speech recognition software or by a live service representative. Once **WebCall** collects information about the caller, that information can be spoken over the telephone to the...

...her desktop. Then, the service representative is connected with the customer.

If the customer prefers, **WebCall** can schedule an alternative callback appointment, at which time the ExtraAgent will connect the customer...

...marketing medium into a two-way business communications tool is dependent upon advances such as **WebCall** ," said Marty Parker, strategic marketing director with AT&T Global Business Communications Systems. "Providing ease...

...with intelligent implementation and support, sets the foundation for future success of multimedia communication services." **WebCall** operates with AT&T's DEFINITY Enterprise Communications Server and AT&T's INTUITY CONVERSANT...

3/3,K/3 (Item 2 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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04102673 Supplier Number: 45982027 (USE FORMAT 7 FOR FULLTEXT)  
**AT&T and Spanlink Communications to provide telephone links from the Internet for secure electronic commerce.**  
Business Wire, pl2041198  
Dec 4, 1995  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 634

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:  
...Dec. 4, 1995--AT&T and Spanlink Communications today announced the availability of Spanlink's **WebCall** (tm) software, which allows consumers to conduct secure commercial transactions on the Internet.  
Spanlink Communications, a developer of interactive computer telephony software, developed **WebCall** to allow World Wide Web users to initiate a direct telephone link to customer service...

...of customers inevitably need live representative assistance," says Brett Shockley, Spanlink's chief executive officer. " **WebCall** integrates telephony and Internet access to make services more accessible, flexible, efficient and secure, saving time and money."

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...connected.

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...INTUITY CONVERSANT system's advanced speech recognition software or by a live service representative. Once **WebCall** collects information about the caller, that information can be spoken over the telephone to the...

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**3/3,K/4 (Item 3 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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04049947 Supplier Number: 45891302 (USE FORMAT 7 FOR FULLTEXT)  
**Bluestone ships production version of Sapphire/Web client/server development tool for the World Wide Web -- Success of 130 beta users moves product to production.**  
Business Wire, p10301061  
Oct 30, 1995  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 252

... available for \$2,495, volume discounts do apply. For more information on Bluestone and Sapphire/ **Web** , **call** 609/727-4600. Bluestone is located at 1000 Briggs Road, Mt. Laurel, NJ 08054.

CONTACT...

**3/3,K/5 (Item 4 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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03986989 Supplier Number: 45788529 (USE FORMAT 7 FOR FULLTEXT)  
**COX NEWSPAPERS' 'FASTBALL' BRINGS HOMETOWN BASEBALL COVERAGE TO THE WEB**  
**Call it up this weekend and track the Braves/Reds games**  
PR Newswire, p914AT018  
Sept 14, 1995

Language: English      Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 602

**COX NEWSPAPERS' 'FASTBALL' BRINGS HOMETOWN BASEBALL COVERAGE TO THE WEB**  
Call it up this weekend and track the Braves/Reds games

**3/3,K/6      (Item 1 from file: 47)**  
DIALOG(R)File 47:Gale Group Magazine DB(TM)  
(c) 2006 The Gale group. All rts. reserv.

04795707      SUPPLIER NUMBER: 18008659      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Caught in the Web. (Web pages to sell real estate) (includes related**  
**articles)**

Kabati, Pamela Geurds  
Real Estate Today, v28, n10, p32(6)  
Nov-Dec, 1995  
ISSN: 0034-0804      LANGUAGE: English      RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 3384      LINE COUNT: 00256

... pending sales--one involving a buyer from Alaska--thanks to her  
home page on the **Web** .

**Call** it a new kind of networking: This is the business of real  
estate as it...

**3/3,K/7      (Item 1 from file: 141)**  
DIALOG(R)File 141:Readers Guide  
(c) 2005 The HW Wilson Co. All rts. reserv.

03030893      H.W. WILSON      RECORD NUMBER: BRGA95030893      (USE FORMAT 7 FOR  
FULLTEXT)

**Art wired.**

Oakes, Chris.  
Los Angeles (Los Angeles) v. 40 (Apr. '95) p. 124-5  
WORD COUNT: 1513

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

... will seem even more realistic than ever.  
HotWired (Free to users of the World Wide **Web** ; **call** 415-222-6200)  
This World Wide Web site <http://www.hotwired.com>), like its parent...

**3/3,K/8      (Item 1 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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08436280      SUPPLIER NUMBER: 17875025      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**AT&T, Spanlink offer secure Internet transactions with WebCall tool.**

Software Industry Report, v27, n24, p7(1)  
Dec 18, 1995  
ISSN: 1042-7252      LANGUAGE: English      RECORD TYPE: Fulltext  
WORD COUNT: 198      LINE COUNT: 00020

**AT&T, Spanlink offer secure Internet transactions with WebCall tool.**

Spanlink's new **WebCall** software gives users a direct telephone link  
to customer service representatives from anywhere on the...

...information about the caller, including a telephone number where he or she can be reached. **WebCall** then links through the World Wide Web and onto AT&T's Intuity Conversant Interactive Multimedia Response system, which completes the call.

Before the call is connected, **WebCall** displays a message indicating the expected wait time until a customer service representative will become ...

...waits in queue for the customer until both parties are successfully connected. Or if desired, **WebCall** can schedule an alternative callback appointment.

AT&T and Spanlink say **WebCall** will save companies money on network and personnel costs associated with a typical live call center. With **WebCall**, the live call center only needs to be used for the secure portion of the...

3/3,K/9 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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08339835 SUPPLIER NUMBER: 17859670 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Internet access: AT&T & Spanlink Communications to provide telephone links from the Internet for secure electronic commerce. ( WebCall software for Internet) (Company Business and Marketing)**  
EDGE, on & about AT&T, v10, n386, p9(1)  
Dec 11, 1995  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 529 LINE COUNT: 00051

**...AT&T & Spanlink Communications to provide telephone links from the Internet for secure electronic commerce. ( WebCall software for Internet) (Company Business and Marketing)**

TEXT:

AT&T and Spanlink Communications Monday announced the availability of Spanlink's **WebCall** software, which allows consumers to conduct secure commercial transactions on the Internet.

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...INTUITY CONVERSANT system's advanced speech recognition software or by a live service representative. Once **WebCall** collects information about the caller, that information can be spoken over the telephone to the...

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"Providing ease...

...with intelligent implementation and support, sets the foundation for future success of multimedia communication services." **WebCall** operates with AT&T's DEFINITY Enterprise Communications Server and AT&T's INTUITY CONVERSANT...

**3/3,K/10 (Item 3 from file: 148)**  
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08160336 SUPPLIER NUMBER: 17469537 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Newspaper Web sites: more than posting text.**  
Rothenberg, Matthew; Staten, James  
MacWEEK, v9, n38, p22(2)  
Sep 25, 1995  
ISSN: 0892-8118 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 1216 LINE COUNT: 00094

... environment may feel very magnanimous about giving his editor one sidebar," while stories on the **Web call** for multiple linked passages.  
"On the Web, you should never provide a background paragraph," Cole...

**3/3,K/11 (Item 4 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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07620242 SUPPLIER NUMBER: 16504435 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Linking up to a global network. (online services link up with Internet) (includes related articles)**  
Conhaim, Wallys W.  
Link-Up, v11, n6, p5(3)  
Nov-Dec, 1994  
ISSN: 0739-988X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 4051 LINE COUNT: 00319

... that is helping prospective information providers of all sizes create services for the World Wide **Web** . **Call** 800-848-8199 for subscription and service information.

Genie. Under the leadership of its new...

3/3,K/12 (Item 1 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

01908907 SUPPLIER NUMBER: 17892159 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Securicor lanuches Web-wide call centre. (Company Business and Marketing) (Brief Article)**  
Johnson, Andrew  
PC User, n273, p18(1)  
Dec 13, 1995  
DOCUMENT TYPE: Brief Article ISSN: 0263-5720 LANGUAGE: English  
RECORD TYPE: Fulltext  
WORD COUNT: 353 LINE COUNT: 00031

The system, called **WebCall** , lets companies combine a Web server with a Novell telephony server to provide an instant response, over the telephone, to queries from customers or from within their organisations.

**WebCall** works by allowing a telephone icon to be embedded in a Web page. If users...

...countries, such as the US, from whence inquiries are likely to come outside office hours.

**WebCall** is designed to work with open standards, including HTML and Novell's Telephony Services Application...

3/3,K/13 (Item 1 from file: 484)  
DIALOG(R)File 484:Periodical Abs Plustext  
(c) 2006 ProQuest. All rts. reserv.

02406374 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**BMJ on the internet**  
Delamothe, Tony  
British Medical Journal (International) (IBMJ), v310 n6991, p1343-1344  
May 27, 1995  
ISSN: 0959-8146 JOURNAL CODE: IBMJ  
DOCUMENT TYPE: Editorial  
LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 1209 LENGTH: Medium (10-30 col inches)

TEXT:

... book in that library's collection. (This process is what aficionados of the World Wide **Web call** "net surfing.")

We are restricting most of the BMJs home page to text because images ...

3/3,K/14 (Item 1 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
(c) 2006 ProQuest Info&Learning. All rts. reserv.

0645768 96-02382  
**Bluestone ships production version of Sapphire/Web client server development tool for the World Wide Web**  
Davis, Brigitte  
Business Wire (San Francisco, CA, US) s1 p1  
PUBL DATE: 951030  
WORD COUNT: 212  
DATELINE: Boston, MA, US, New England

TEXT:

...available for \$2,495, volume discounts do apply. For more information on Bluestone and Sapphire/ **Web** , **call** 609/727-4600. Bluestone is located at 1000 Briggs Road, Mt. Laurel, NJ 08054.

**3/3,K/15 (Item 1 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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02949661 Supplier Number: 46002168 (USE FORMAT 7 FOR FULLTEXT)  
**WEBCALL ALLOWS FOR SECURE COMMERCIAL TRANSACTIONS OVER THE INTERNET.**  
Voice Technology & Services News, v14, n25, pN/A  
Dec 12, 1995  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 123

(USE FORMAT 7 FOR FULLTEXT)

**WEBCALL ALLOWS FOR SECURE COMMERCIAL TRANSACTIONS OVER THE INTERNET.**

TEXT:

AT&T Corp. and Spanlink Communications announced **WebCall** , which allows consumers to conduct secure commercial transactions over the Internet. **WebCall** links users with agents through the use of "intelligent software agents," called ExtraAgents, which collect...

...Interactive Multimedia Response System. If the customer accesses the Web through a single phone line, **WebCall** can schedule a time for the agent to call the customer back so as not to interrupt the modem session. **WebCall** also allows secure credit card number transactions over the Internet, according to Spanlink. For a...

**3/3,K/16 (Item 2 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

02947348 Supplier Number: 45996960 (USE FORMAT 7 FOR FULLTEXT)  
**HOTNEWS BUSINESS BRIEFS: Phoning a Web Site**  
Internet Week, v1, n35, pN/A  
Dec 11, 1995  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 95

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Phoning a Web Site: AT&T and Spanlink Communications introduced **WebCall** , a software package that allows web surfers to connect to a firm's customer service...

**3/3,K/17 (Item 3 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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02945840 Supplier Number: 45993564 (USE FORMAT 7 FOR FULLTEXT)  
**SECURICOR COMMUNICATIONS: Securicor Communications leads the way with**

WebCall  
M2 Presswire, pN/A  
Dec 8, 1995  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 440

(USE FORMAT 7 FOR FULLTEXT)

**SECURICOR COMMUNICATIONS: Securicor Communications leads the way with WebCall**

TEXT:

M2 PRESSWIRE-8 December 1995-SECURICOR COMMUNICATIONS: Securicor Communications leads the way with **WebCall** (C)1994-95 M2 COMMUNICATIONS LTD

... in conjunction with, IT services provider Origin UK and CTI software developer MultiCall. The system, **WebCall**, is based on the integration of World Wide. Web technology and Open CTI and unlike...

...as ubiquitous as that of the telephone."

The benefits to organisations implementing a World Wide **Web Call** Centre ( **WebCall** ) are: \* Open standards - Internet and CTI

- \* Low cost hardware and software - PC based
- \* World wide...

...must be equipped to help you quickly, automatically and with access to all relevant information. **WebCall** provides the capability to do this.

"With customer interaction via the Internet becoming increasingly widespread...

...call centre limitations to enhance or expand customer service, such as that incorporated in the **WebCall** system, will provide significant competitive advantage."

Note to editors: Securicor Communications specialises in the provision ...

3/3,K/18 (Item 4 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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02929465 Supplier Number: 45959370 (USE FORMAT 7 FOR FULLTEXT)

**MULTI CALL: WebCall - a real Virtual Call Centre!**

M2 Presswire, pN/A  
Nov 27, 1995  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 418

(USE FORMAT 7 FOR FULLTEXT)

**MULTI CALL: WebCall - a real Virtual Call Centre!**

TEXT:

M2 PRESSWIRE-27 November 1995-MULTI CALL: **WebCall** - a real Virtual Call Centre! (C)1994-95 M2 COMMUNICATIONS LTD

RDATE:231195

**WebCall**, the world's first Virtual Call Centre to use World Wide Web technology, attracted enquiries...

...CTI) applications middleware, worked in partnership with Origin UK and Securicor Telecoms Limited to demonstrate **WebCall** at this important trade show.

**WebCall** will again be presented live on the Securicor Telecoms' stand (M231) throughout the TMA28 Conference...

...Grand Hotel, Brighton from Monday 27th to Wednesday 29th November 1995.

Visitors will see how **WebCall** radically enhances Telebusiness by empowering both customers and employees with high quality information presented through voice or on the screen or by a combination of both, which is **WebCall**.

Customers can access the Virtual Call Centre either by telephone or by any standard Web...

...web pages, customers requiring support need only click on an embedded telephone graphic, thereby causing **WebCall** to locate a dedicated or 'virtual' agent anywhere in the company who has the necessary...

...data management platform which relies on simple PC networks. and MultiCall's advanced software technology.

**WebCall** advances this strategy by providing seamless integration with standard World Wide Web technology to allow...

**3/3,K/19 (Item 5 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

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02895795 Supplier Number: 45885645 (USE FORMAT 7 FOR FULLTEXT)

**VIRTUAL WEB CALLING SEES LIGHT OF DAY**

Telecomworldwire, pN/A

Oct 26, 1995

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 299

... between Origin UK and Securicor Telecomms over the formation of the world's first Internet **web call** centre called MultiCall, a portfolio of open computer telephony middleware used to build distributed or...

...teleworkers as well as to the more traditional call management centres. The companies say that **WebCall** takes a technological quantum leap' by the seamless integration with Internet WWW technology, with a typical **WebCall** implementation identifying callers using IVR, CLI or DDI techniques and passing them onto the user who is best handled to deal with the inquiry. Once the call is answered, **WebCall** displays relevant information in a WWW page format so that the operator can navigate through...

...back through the WWW navigation process. One option proposed by the partners is that the **WebCall** virtual call centre might be opened to customers equipped with PCs that have Internet access...

**3/3,K/20 (Item 6 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

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02894961 Supplier Number: 45883444 (USE FORMAT 7 FOR FULLTEXT)

**MULTICALL: First World Wide Web 'virtual' call centre to be operational at Voice Europe'95**

M2 Presswire, pN/A

Oct 25, 1995

Language: English Record Type: Fulltext



Document Type: Newswire; Trade  
Word Count: 603

... MultiCall has partnered with Origin UK and Securicor Telecoms, to deliver the world's first **web call** centre. MultiCall is a portfolio of open computer telephony middleware used to build distributed or...

...centres. MultiCall is marketed via systems integrators and OEMs and is a core element of **WebCall**.

MultiCall integrates intelligent call routing and intelligent call distribution software with a PBX supporting Novell...

...and data management platform relies on simple PC networks and MultiCall's advanced software technology

**WebCall** takes this strategy a quantum leap forward by the seamless integration with World Wide Web technology. A typical **WebCall** implementation will identify callers using IVR, CLI or DDI techniques and then pass the call...

...account query, etc.) and the attributes of the specialist agent (relevant department, skills required, etc.)

**WebCall** will then 'pop' the employee's screen with relevant information in the form of a...

...suited agent/specialist and this can be initiated directly by the first employee or by **WebCall**. The new agent/specialist will also receive the information within the same Web pages reached by the first.

Additionally the **WebCall** Virtual Call Centre might be opened to customers equipped with PCs that support a Web...

...numbers linked to the page being viewed to gain real-time specialist voice assistance. Alternatively, **WebCall** can alert an appropriately skilled agent that the caller has been browsing specific pages and initiate an outbound call after the caller has finished.

Finally, as **WebCall** is using standard World Wide Web technology, the company can at any time extend its...

...multi-media Virtual Call Centre to 'passers-by' on the Internet.

The key elements of **WebCall** are: - the empowerment of Customer Service staff. The use of web technology within the Company...

...becomes part of the enterprise information architecture and is exceptionally cost-efficient. As MultiCall and **WebCall** conform to open standards, the system is not platform dependent.

a **WebCall** call centre is future-proof as far as the anticipated growth in Internet and on...

3/3,K/21 (Item 7 from file: 636)  
DIALOG(R) File 636:Gale Group Newsletter DB(TM)  
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02865845 Supplier Number: 45814393 (USE FORMAT 7 FOR FULLTEXT)  
**OCTEL: Namibia's GSM Mobile Network is poised to boost economy**  
M2 Presswire, pN/A  
Sept 26, 1995  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 881

... African ATEO Group. WEB focuses on Value Added Services and

Computer Telephony Integration. Customers using **WEBCALL** have experienced improved telephone communications between themselves and their customers. WEB represents a number of...

**3/3,K/22 (Item 8 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

02735774 Supplier Number: 45551030 (USE FORMAT 7 FOR FULLTEXT)  
**VODACOM TEAMS WITH OCTEL TO PROVIDE INFORMATION SERVICE FOR RUGBY WORLD CUP**  
M2 Presswire, pN/A  
May 19, 1995  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 893

... from mobile handsets as well as from the fixed public network. The service centre utilises **WEB CALL**, a Computer Telephony Integrated platform for inbound call centres.

Background Information Vodacom, jointly owned by...

...Value Added Services and Computer Telephony Integration in the sub-Saharan African region. Customers using **WEBCALL** have experienced improved telephone communications between themselves and their customers. WEB represents a number of...

**3/3,K/23 (Item 1 from file: 810)**  
DIALOG(R)File 810:Business Wire  
(c) 1999 Business Wire . All rts. reserv.

0542803 BW0028

**BLUESTONE: Bluestone announces Sapphire/Web support for new wave of Web technology**

December 18, 1995

Byline: Business Editors/Computers & Electronics Writers

...or evaluation CD's are also freely available.  
For more information on Bluestone and Sapphire/ **Web**, call 609/727-4600. Bluestone is located at 1000 Briggs Road, Mt. Laurel, NJ 08054.

CONTACT...

**3/3,K/24 (Item 2 from file: 810)**  
DIALOG(R)File 810:Business Wire  
(c) 1999 Business Wire . All rts. reserv.

0539363 BW0224

**Business Wire Recap**

December 04, 1995

Byline: Editors

...new tracks and panel  
sessions, Feb. 6-8, 1996 (BW1196 10:33)  
(AT&T-SPANLINK/ **WEBCALL** ) (T) ATLANTA--AT&T and Spanlink  
Communications to provide telephone links from the Internet for...  
?

3/7,K/2 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

04112291 Supplier Number: 45998297 (THIS IS THE FULLTEXT)  
**INTERNET ACCESS: AT&T & SPANLINK COMMUNICATIONS TO PROVIDE TELEPHONE LINKS  
FROM THE INTERNET FOR SECURE ELECTRONIC COMMERCE**

EDGE, on & about AT&T, pN/A  
Dec 11, 1995

TEXT:

AT&T and Spanlink Communications Monday announced the availability of Spanlink's **WebCall** software, which allows consumers to conduct secure commercial transactions on the Internet.

Spanlink Communications, a developer of interactive computer telephony software, developed **WebCall** to allow World Wide Web users to initiate a direct telephone link to customer service representatives from anywhere on the Internet through the use of "intelligent software agents," called ExtraAgents. Consumers then can provide billing information, such as credit card numbers, securely over the telephone line.

"The Internet is dramatically changing the way people conduct business and retrieve information. But a large percentage of customers inevitably need live representative assistance," says Brett Shockley, Spanlink's chief executive officer. " **WebCall** integrates telephony and Internet access to make services more accessible, flexible, efficient and secure, saving time and money."

With **WebCall**, the Internet now becomes more than a place to market products, the companies said. Consumers can transact business with the reasonable assurance that it will be handled in a secure fashion.

Spanlink's ExtraAgents collect information about the caller, including the telephone number at which he or she can be reached. **WebCall** then links through the World Wide Web and onto AT&T's INTUITYCONVERSANT Interactive Multimedia Response system, which completes the call.

Before the call is connected, **WebCall** displays a message indicating the expected wait time until a customer service representative will be available. Then the ExtraAgent waits in queue on behalf of the customer until both parties can be successfully connected.

Because the majority of a transaction is conducted on their Web site, companies implementing **WebCall** will save significant amounts of network and personnel expenses associated with a typical live call center. The live call center needs to be used only for the secure portion of the transaction or for personalized assistance.

For example, a customer reviewing an on-line catalogue can complete an order form, including a phone number and mailing address. Within a few minutes **WebCall**'s ExtraAgent calls the customer back over the public telephone network to verify the transaction and to obtain more specific information, such as a credit card number.

Sensitive financial information can be collected using the INTUITY CONVERSANT system's advanced speech recognition software or by a live service representative. Once **WebCall** collects information about the caller, that information can be spoken over the telephone to the service representative or displayed at his or her desktop. Then, the service representative is connected with the customer.

If the customer prefers, **WebCall** can schedule an alternative callback appointment, at which time the ExtraAgent will connect the customer to the service representative.

"Evolution of the Internet from a basic marketing medium into a two-way business communications tool is dependent upon advances such as **WebCall**," said Marty Parker, strategic marketing director with AT&T Global Business Communications Systems. "Providing ease of access to the consumer and ease of acquisition for the information supplier, along with

intelligent implementation and support, sets the foundation for future success of multimedia communication services." **WebCall** operates with AT&T's DEFINITY Enterprise Communications Server and AT&T's INTUITY CONVERSANT Interactive Multimedia Response System for a total turnkey solution. An interactive demo is available on-line at <http://www.spanlink.com>.

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(USE FORMAT 7 FOR FULLTEXT)

TEXT:

AT&T and Spanlink Communications Monday announced the availability of Spanlink's **WebCall** software, which allows consumers to conduct secure commercial transactions on the Internet.

Spanlink Communications, a developer of interactive computer telephony software, developed **WebCall** to allow World Wide Web users to initiate a direct telephone link to customer service...

...of customers inevitably need live representative assistance," says Brett Shockley, Spanlink's chief executive officer. " **WebCall** integrates telephony and Internet access to make services more accessible, flexible, efficient and secure, saving time and money."

With **WebCall**, the Internet now becomes more than a place to market products, the companies said. Consumers...

...about the caller, including the telephone number at which he or she can be reached. **WebCall** then links through the World Wide Web and onto AT&T's INTUITYCONVERSANT Interactive Multimedia Response system, which completes the call.

Before the call is connected, **WebCall** displays a message indicating the expected wait time until a customer service representative will be...  
...connected.

Because the majority of a transaction is conducted on their Web site, companies implementing **WebCall** will save significant amounts of network and personnel expenses associated with a typical live call...

...complete an order form, including a phone number and mailing address. Within a few minutes **WebCall**'s ExtraAgent calls the customer back over the public telephone network to verify the transaction...

...INTUITY CONVERSANT system's advanced speech recognition software or by a live service representative. Once **WebCall** collects information about the caller, that information can be spoken over the telephone to the...

...her desktop. Then, the service representative is connected with the customer.

If the customer prefers, **WebCall** can schedule an alternative callback appointment, at which time the ExtraAgent will connect the customer...

...marketing medium into a two-way business communications tool is dependent upon advances such as **WebCall**," said Marty Parker, strategic marketing director with AT&T Global Business Communications Systems.  
"Providing ease...

...with intelligent implementation and support, sets the foundation for future success of multimedia communication services." **WebCall** operates with AT&T's DEFINITY Enterprise Communications Server and AT&T's INTUITY CONVERSANT...

?

6/3,K/1 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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04112291 Supplier Number: 45998297 (USE FORMAT 7 FOR FULLTEXT)  
**INTERNET ACCESS: AT&T & SPANLINK COMMUNICATIONS TO PROVIDE TELEPHONE LINKS  
FROM THE INTERNET FOR SECURE ELECTRONIC COMMERCE**  
EDGE, on & about AT&T, pN/A  
Dec 11, 1995  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 526

Spanlink Communications, a developer of interactive computer telephony software, developed **WebCall** to allow World Wide Web users to initiate a direct telephone link to customer service...

...intelligent software agents," called ExtraAgents. Consumers then can provide billing information, such as credit card **numbers**, securely over the **telephone** line.

"The Internet is dramatically changing the way people conduct business and retrieve information. But...

...handled in a secure fashion.

Spanlink's ExtraAgents collect information about the caller, including the **telephone number** at which he or she can be reached. **WebCall** then links through the World Wide Web and onto AT&T's INTUITYCONVERSANT Interactive Multimedia...

...example, a customer reviewing an on-line catalogue can complete an order form, including a **phone number** and mailing address. Within a few minutes **WebCall**'s ExtraAgent calls the customer back over the public telephone network to verify the transaction...

6/3,K/2 (Item 2 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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04102673 Supplier Number: 45982027 (USE FORMAT 7 FOR FULLTEXT)  
**AT&T and Spanlink Communications to provide telephone links from the  
Internet for secure electronic commerce.**  
Business Wire, pl2041198  
Dec 4, 1995  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 634

Spanlink Communications, a developer of interactive computer telephony software, developed **WebCall** to allow World Wide Web users to initiate a direct telephone link to customer service...

...software agents," called ExtraAgents(tm). Consumers then can provide billing information, such as credit card **numbers**, securely over the **telephone** line.

"The Internet is dramatically changing the way people conduct business and retrieve information. But...

...handled in a secure fashion.

Spanlink's ExtraAgents collect information about the caller, including

the **telephone number** at which he or she can be reached. **WebCall** then links through the World Wide Web and onto AT&T's INTUITY(tm)CONVERSANT...

...example, a customer reviewing an on-line catalogue can complete an order form, including a **phone number** and mailing address. Within a few minutes **WebCall** 's ExtraAgent calls the customer back over the public telephone network to verify the transaction...

**6/3,K/3 (Item 1 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

08436280 SUPPLIER NUMBER: 17875025 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**AT&T, Spanlink offer secure Internet transactions with WebCall tool.**  
Software Industry Report, v27, n24, p7(1)  
Dec 18, 1995  
ISSN: 1042-7252 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 198 LINE COUNT: 00020

... via "intelligent software agents" called ExtraAgents. Users can then provide billing information and credit card **numbers** securely over the **telephone** line.

ExtraAgents collect information about the caller, including a telephone number where he or she can be reached. **WebCall** then links through the World Wide Web and onto AT&T's Intuity Conversant Interactive ...

**6/3,K/4 (Item 2 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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08339835 SUPPLIER NUMBER: 17859670 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Internet access: AT&T & Spanlink Communications to provide telephone links from the Internet for secure electronic commerce. (WebCall software for Internet) (Company Business and Marketing)**  
EDGE, on & about AT&T, v10, n386, p9(1)  
Dec 11, 1995  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 529 LINE COUNT: 00051

... intelligent software agents," called ExtraAgents. Consumers then can provide billing information, such as credit card **numbers** , securely over the **telephone** line.

"The Internet is dramatically changing the way people conduct business and retrieve information. But...

...about the caller, including the telephone number at which he or she can be reached. **WebCall** then links through the World Wide Web and onto AT&T's INTUITYCONVERSANT Interactive Multimedia...

...complete an order form, including a phone number and mailing address. Within a few minutes **WebCall** 's ExtraAgent calls the customer back over the public telephone network to verify the transaction...

**6/3,K/5 (Item 1 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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02947348 Supplier Number: 45996960 (USE FORMAT 7 FOR FULLTEXT)

**HOTNEWS BUSINESS BRIEFS: Phoning a Web Site**

Internet Week, v1, n35, pN/A

Dec 11, 1995

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 95

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Phoning a Web Site: AT&T and Spanlink Communications introduced **WebCall**, a software package that allows web surfers to connect to a firm's customer service...

...the Net. The software uses intelligent agents, called ExtraAgents, to collect the web surfer's **phone number**. The software then links -- through the web -- to AT&T's Intuity Conversant Interactive Multimedia...

**6/3,K/6 (Item 2 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

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02894961 Supplier Number: 45883444 (USE FORMAT 7 FOR FULLTEXT)

**MULTICALL: First World Wide Web 'virtual' call centre to be operational at Voice Europe'95**

M2 Presswire, pN/A

Oct 25, 1995

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 603

... also receive the information within the same Web pages reached by the first.

Additionally the **WebCall** Virtual Call Centre might be opened to customers equipped with PCs that support a Web...

...a dedicated dial-in service. At any point the customer can be offered relevant DDI **telephone numbers** linked to the page being viewed to gain real-time specialist voice assistance. Alternatively, **WebCall** can alert an appropriately skilled agent that the caller has been browsing specific pages and...

?





# ***STIC Search Report***

## ***EIC 2600***

**STIC Database Tracking Number: 186337**

**TO: Olisa Anwah  
Location: Knox 7C73  
Art Unit: 2614  
Friday, April 21, 2006**

**Case Serial Number: 10659809**

**From: Ed Malloy  
Location: EIC 2600  
KNX-8A55  
Phone: 571 272-8975**

**edward.malloy@uspto.gov**

### **Search Notes**

Dear Olisa Anwah,

Please find attached the search results for 10/659809. I used the search strategy I emailed to you to edit, incorporating information from our follow-up conversation. I searched the standard Dialog files, IBM TDBs, IEEE, Proquest, and the Internet.

If you would like a re-focus please let me know.

Thank you.

Rec'd by Monday

RUSH SPE SIGNATURE \_\_\_\_\_

Access DB# 185-948

**SEARCH REQUEST FORM**  
Scientific and Technical Information Center

4-18-6

**EIC 2600**

Requester's Full Name OLISA ANWAH Examiner # 79288 Date 4-18-6  
Art Unit 2614 Phone Number 2-7533 Serial Number 10-659,809  
Office Location KNX Format preferred (circle) PAPER EMAIL BOTH  
7C73

If more than one search is submitted, please prioritize searches in order of need.

Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Let us know what you already have and so do not need. Include the keywords, synonyms and meaning of acronyms. Define all terms that may have a specific meaning. Please attach a copy of the background, abstract, claims and other pertinent information.  
Please state how the terms or keyword strings should relate to one another.

Title of the Invention \_\_\_\_\_  
Inventor(s) ANTHONY J. DEZONNO

WILLIAM R. QUAYLE  
Earliest Priority date to be used 02-05-1998 04-21-1995

- ① SENDING AN EMAIL/TEXT/WEB MAIL INCLUDING A TELEPHONE NUMBER
- ② EXTRACTING THE TELEPHONE NUMBER FROM THE MAIL/MESSAGE
- ③ ESTABLISHING A RETURN PHONE CALL USING THE EXTRACTED NUMBER

\*\*\*\*\*  
STAFF USE ONLY  
\*\*\*\*\*

Searcher MALLOY  
Phone 2-8975  
Location KNX-8A55  
Date picked up 4/19/06  
Date completed 4/21/06  
Search Prep/review \_\_\_\_\_  
Online Time \_\_\_\_\_

TYPE of Search  
Text ☒  
Litigation \_\_\_\_\_  
Other \_\_\_\_\_

Databases Searched  
Dialog ☒  
STN \_\_\_\_\_  
QuestelOrbit \_\_\_\_\_  
LEXIS/NEXIS \_\_\_\_\_  
Courtlink \_\_\_\_\_  
Other ☒ IEEE TOL  
Aem,

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Set	Items	Description
S1	93023	EMAIL OR E()MAIL OR ELECTRONIC(3N)MAIL
S2	23702	(ELECTRONIC?) (3N) (MESSAGE? OR CORRESPOND? OR MEMO OR MEMOS OR MEMORAND? OR DOCUMENT? OR LETTER?)
S3	5312	(TEXT OR WEB) (3N) (MESSAGE? OR TRANSMITTAL OR TRANSMISSION - OR MEMO? ? OR MEMORAND?)
S4	18329	(TELEPHONE OR PHONE) (3N) (NUMBER? ? OR NUMERAL? OR NUMERIC?)
S5	821	(EMBED? OR IMBED? OR INCLUD? OR INSERT? OR ATTACH?) (3N)S4
S6	412	(DETERMIN? OR ID OR IDENTIF? OR LOCAT? OR EXTRACT?) (3N)S4
S7	8215	(INITIAT? OR ESTABLISH OR PLACE? ? OR PLACING OR DIAL? ? OR DIALING OR INITIAT?) (5N) (CALL? ? OR RECALL? ? OR CALLBACK)
S8	808	(AUTO OR AUTOMATIC OR AUTOMATED OR AUTODIAL? OR MACHINE) (3- N) (DIAL? ? OR DIALING)
S9	43	AU=(DEZONNO A? OR QUAYLE W? OR DEZONNO, A? OR QUAYLE, W?)
S10	0	S9 AND (S1 OR S2)
S11	0	S9 AND S3
S12	238	(S5 OR S6) AND (S1 OR S2)
S13	2	S12 AND (S7 OR S8)
S14	0	S13 NOT PY=1998:2006
S15	7	S3 AND (S5 OR S6)
S16	0	S15 AND (S7 OR S8)
S17	0	S15 NOT PY=1998:2006

File 344:Chinese Patents Abs Jan 1985-2006/Jan  
(c) 2006 European Patent Office  
File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)  
(c) 2006 JPO & JAPIO  
File 350:Derwent WPIX 1963-2006/UD,UM &UP=200625  
(c) 2006 Thomson Derwent

Set	Items	Description
S1	32220	EMAIL OR E()MAIL OR ELECTRONIC(3N)MAIL
S2	13712	(ELECTRONIC?) (3N) (MESSAGE? OR CORRESPOND? OR MEMO OR MEMOS OR MEMORAND? OR DOCUMENT? OR LETTER?)
S3	4684	(TEXT OR WEB) (3N) (MESSAGE? OR TRANSMITTAL OR TRANSMISSION - OR MEMO? ? OR MEMORAND?)
S4	43939	(TELEPHONE OR PHONE) (3N) (NUMBER? ? OR NUMERAL? OR NUMERIC?)
S5	2143	(EMBED? OR IMBED? OR INCLUD? OR INSERT? OR ATTACH?) (3N)S4
S6	4117	(DETERMIN? OR ID OR IDENTIF? OR LOCAT? OR EXTRACT?) (3N)S4
S7	9567	(INITIAT? OR ESTABLISH OR PLACE? ? OR PLACING OR DIAL? ? OR DIALING OR INITIAT?) (5N) (CALL? ? OR RECALL? ? OR CALLBACK)
S8	3946	(AUTO OR AUTOMATIC OR AUTOMATED OR AUTODIAL? OR MACHINE) (3- N) (DIAL? ? OR DIALING)
S9	99	AU=(DEZONNO A? OR QUAYLE W? OR DEZONNO, A? OR QUAYLE, W?)
S10	12	S9 AND (S1 OR S2)
S11	2	S9 AND S3
S12	3	(S10 OR S11) NOT AD=19971231:20060421/PR
S13	354	(S5 OR S6) AND (S1 OR S2)
S14	21	S13 AND (S7 OR S8)
S15	5	S14 NOT AD=19971231:20060421/PR
S16	53	S3 AND (S5 OR S6)
S17	4	S16 AND (S7 OR S8)
S18	3	S17 NOT AD=19971231:20060421/PR
S19	3	S18 NOT S15

12/3,K/1 (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2006 Thomson Derwent. All rts. reserv.

017576038 \*\*Image available\*\*  
WPI Acc No: 2006-087292/200609  
XRPX Acc No: N06-075855

**Callback method in telephonic call distributor system, involves placing call to carry out callback, when resources are unavailable to carry out callback, offering callback options when call is answered and updating callback data in queue**

Patent Assignee: DEZONNO A J (DEZO-I)

Inventor: **DEZONNO A J**

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20060002538	A1	20060105	US 2004883153	A	20040630	200609 B

Priority Applications (No Type Date): US 2004883153 A 20040630

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20060002538	A1	12	H04M-003/42	

Inventor: **DEZONNO A J**

Abstract (Basic):

... For callback in telephonic call distributor system. Also for callback in facsimile, **electronic mail**, internet communication such as web chat, and voice over internet protocol (VOIP...

12/3,K/2 (Item 2 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2006 Thomson Derwent. All rts. reserv.

016796213 \*\*Image available\*\*  
WPI Acc No: 2005-120492/200513  
XRPX Acc No: N05-103936

**Call e.g. telephone chat, assigning method for use by contact center, involves receiving bid to handle call from agents, and assigning call to agent having highest relative received bid**

Patent Assignee: BECKSTROM R (BECK-I); DEZONNO A (DEZO-I); SHERIDAN M (SHER-I); WESEN D (WESE-I)

Inventor: BECKSTROM R; **DEZONNO A**; SHERIDAN M; WESEN D

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20050008139	A1	20050113	US 2003616016	A	20030709	200513 B

Priority Applications (No Type Date): US 2003616016 A 20030709

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20050008139	A1	7	H04M-003/00	

...Inventor: **DEZONNO A**

Abstract (Basic):

... Used by a contact center, for assigning a call e.g. telephone chat and **e - mail**, to an agent through a public switched telephone network (PSTN) and Internet...

12/3,K/3 (Item 3 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2006 Thomson Derwent. All rts. reserv.

016790327 \*\*Image available\*\*  
WPI Acc No: 2005-114604/200513  
XRPX Acc No: N05-098784

**Performance report compiling method for Internet based contact center  
wherein agent activity is logged as well as call time**

Patent Assignee: ROCKWELL ELECTRONIC COMMERCE CORP (ROCK-N); DEZONNO A  
(DEZO-I); HODSON J (HODS-I); MOSER M E (MOSE-I)

Inventor: **DEZONNO A** ; HODSON J D; MOSER M E; HODSON J

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2404267	A	20050126	GB 200416395	A	20040722	200513 B
US 20050021529	A1	20050127	US 2003624223	A	20030722	200513

Priority Applications (No Type Date): US 2003624223 A 20030722

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
GB 2404267	A		25	G06F-017/60	
US 20050021529	A1			G06F-017/00	

Inventor: **DEZONNO A** ...

Abstract (Basic):

... The client (12,14) contacts the contact center (18) via either a  
VoIP call, **email** , Instant messaging or other means. The call is  
routed to an agent (20,22) and...

15/3,K/1 (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2006 Thomson Derwent. All rts. reserv.

017490293 \*\*Image available\*\*

WPI Acc No: 2006-001529/200601

XRPX Acc No: N06-001487

**Telephone cell initiation method for cellular phone, involves  
highlighting hyperlink for telephone number string and initiating call  
, in response to operation of SEND key, when hyperlink is selected**  
Patent Assignee: RES IN MOTION LTD (REIN-N); KUHL L E (KUHL-I); VANDER VEEN  
R P (VVEE-I)

Inventor: KUHL L E; VANDER VEEN P; VANDER VEEN R P

Number of Countries: 038 Number of Patents: 006

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1601169	A1	20051130	EP 2004253180	A	20040528	200601 B
JP 2005341597	A	20051208	JP 2005156466	A	20050527	200601
US 20050266889	A1	20051201	US 2004856173	A	20040528	200601 N
CA 2508507	A1	20051128	CA 2508507	A	20050527	200604
SG 117581	A1	20051229	SG 20053135	A	20050517	200610
BR 200503223	A	20060124	BR 20053223	A	20050530	200611

Priority Applications (No Type Date): EP 2004253180 A 20040528; US  
2004856173 A 20040528

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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EP 1601169	A1	E	25	H04M-001/2745	
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Designated States (Regional): AL AT BE BG CH CY CZ DE DK EE ES FI FR GB  
GR HR HU IE IT LI LT LU LV MC MK NL PL PT RO SE SI SK TR

JP 2005341597	A		20	H04M-001/2745	
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US 20050266889	A1			H04Q-007/20	
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CA 2508507	A1	E		H04Q-007/38	
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SG 117581	A1			H04M-001/2745	
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BR 200503223	A			H04M-001/00	
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**Telephone cell initiation method for cellular phone, involves  
highlighting hyperlink for telephone number string and initiating call  
, in response to operation of SEND key, when hyperlink is selected**

Abstract (Basic):

... A message including a telephone number string is received.  
A hyperlink for the received telephone number string is created, when  
the...

...highlighted, when selected by an end user during visual display of the  
message. A telephone call to the string is initiated through the  
network, in response to operation of a SEND key, while hyperlink is  
selected.

... 2) computer program product for initiating telephone calls .  
...

...For initiating telephone calls from mobile communication devices  
such as cellular phone, mobile e - mail device, data communication  
device, multi-function communication device, personal digital assistant  
(PDA) and laptop computer

15/3,K/2 (Item 2 from file: 350)  
DIALOG(R)File 350:Derwent WPIX

(c) 2006 Thomson Derwent. All rts. reserv.

017148278      \*\*Image available\*\*

WPI Acc No: 2005-472623/200548

XRPX Acc No: N05-384259

**Co-operation system between mobile phone and visiting card with radio frequency identification tag, acquires telephone number in radio frequency identification tag of visiting card and makes call to read telephone number**

Patent Assignee: NEC SOFTWARE KYUSHU LTD (KYUN )

Inventor: OKABE T

Number of Countries: 001    Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2005167803	A	20050623	JP 2003405938	A	20031204	200548 B

Priority Applications (No Type Date): JP 2003405938 A 20031204

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2005167803	A	14	H04M-001/26	

**Co-operation system between mobile phone and visiting card with radio frequency identification tag, acquires telephone number in radio frequency identification tag of visiting card and makes call to read telephone number**

Abstract (Basic):

...            and makes a call to a telephone number in the acquired information, or displays the **electronic mail ( e - mail )** address in the acquired information

...            4) program for reading information from tag and to display **e - mail** address...

...Enables to **place** a **call** to other party, without storing other party's telephone number in the mobile phone. When...



15/3,K/3 (Item 3 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2006 Thomson Derwent. All rts. reserv.

011930911 \*\*Image available\*\*  
WPI Acc No: 1998-347821/199830  
XRPX Acc No: N98-271511

**End user telephone equipment based paging and message transmitting system  
- terminates call when transmitted telephone call is stored in  
predetermined call location of memory in telephone during automatic call  
pick-up mode**

Patent Assignee: YABLON J R (YABL-I)  
Inventor: YABLON J R  
Number of Countries: 001 Number of Patents: 001  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5764731	A	19980609	US 94322209	A	19941013	199830 B
			US 95378529	A	19950126	

Priority Applications (No Type Date): US 95378529 A 19950126; US 94322209 A 19941013

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5764731	A		43	H04M-001/27	CIP of application US 94322209

...Abstract (Basic): the stored telephone number, the server is linked to the telephone through the network, after **initiating** the **call** by a custom **call** initiation profile. A transmitter is provided in the server, which output a transmission command which contains...

...The telephone comprises a telephone number memory which is divided into multiple memory **locations** for storing multiple **telephone numbers**. An automatic pick-up unit establishes connection between the server and telephone by receiving the...

...Title Terms: **E - MAIL**

15/3,K/4 (Item 4 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2006 Thomson Derwent. All rts. reserv.

011201794 \*\*Image available\*\*  
WPI Acc No: 1997-179719/199716  
Related WPI Acc No: 1999-384990  
XRPX Acc No: N97-148086

**Cellular telephone cloning foiling method for e.g. automobile cellular communication network - involves verifying valid subscriber on basis of e.g. friend's telephone number which can be pre-stored in cellular telephone, and initiating verification manually or by autodial feature**

Patent Assignee: ROSA S P (ROSA-I)  
Inventor: ROSA S P  
Number of Countries: 021 Number of Patents: 002  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9708907	A1	19970306	WO 96US13293	A	19960822	199716 B
US 5633914	A	19970527	US 95517867	A	19950822	199727

Priority Applications (No Type Date): US 95517867 A 19950822

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9708907	A1	E	29	H04Q-007/22	

Designated States (National): CA IL JP US  
Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC  
NL PT SE  
US 5633914 A 10 H04Q-007/38

...Abstract (Basic): legitimate subscribers. Shortly after power-up of the cellular telephone, a subscriber either invokes an **automatic** dialler or manually **dials** the verification telephone number. A computer in the cellular network receives the subscriber's first...

...up and verifies the dialled telephone number against the verification telephone stored in a database **corresponding** to the **electronic** serial number of that cellular telephone...

...Abstract (Equivalent): a) selecting for each subscriber telephone a local verification telephone number, other than the subscriber **telephone number**, for **identifying** said each subscriber telephone, in order to deceive prospective cloners that have intercepted communications from...

...b) storing in said database said verification **telephone number** and an **identification** code for each subscriber telephone...

...c) transmitting from each subscriber **telephone** the verification **telephone number** and **identification** code of said each subscriber telephone to said communications network...

...e) preventing said each subscriber telephone from **placing calls** via said network in the absence of verification of said each subscriber telephone as a...

15/3,K/5 (Item 5 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2006 Thomson Derwent. All rts. reserv.

008229184 \*\*Image available\*\*  
WPI Acc No: 1990-116185/199015  
XRPX Acc No: N90-089992

Electronic mail message **reception system** - automatically notifies of message reception by microprocessor and modem transmitting calls back to message senders

Patent Assignee: LE CLERCQ P (LCLE-I); CAPRICOM SA (CAPR-N)

Inventor: LE CLERCQ P; LECLERCO P

Number of Countries: 013 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9003074	A	19900322				199015 B
EP 386011	A	19900912	EP 88907671	A	19880906	199037
JP 3502153	W	19910516	JP 88507350	A	19880906	199126
US 5138653	A	19920811	WO 88EP814	A	19880906	199235
			US 90466314	A	19900502	

Priority Applications (No Type Date): WO 88EP814 A 19880906

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 9003074 A

Designated States (National): JP US

Designated States (Regional): AT BE CH DE FR GB IT LU NL SE

EP 386011 A

Designated States (Regional): AT BE CH DE FR GB IT LI LU NL SE

Electronic mail message **reception system**...

- ...Abstract (Basic): A modem (17) is connected to a telephone line (6), and **extracts** the **telephone numbers** of the addressees from the file in order to and transmit call signals to them...
- ...Abstract (Equivalent): A microprocessor (12) is connected to the **electronic mail** system in order to receive the data items which identify the queueing messages and a...
- ...these addressees. A modem circuit (17) connected to a telephone line (6) is organised to **extract** the **telephone number** data items from the said file (FIL) and dial the telephone numbers of the addressees...
- ...the telephone line. The microprocessor (12) is organised to read the queueing file of the **messages** received in the **electronic mail** system in order to detect there the presence of the identification codes (u1, u2,... un...
- ...item corresponding to each identification code detected, and to instruct the modem circuit (17) to **dial** the corresponding **call** numbers automatically in order to trigger a call signal on the telephone line (6) for...

19/3,K/1 (Item 1 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2006 JPO & JAPIO. All rts. reserv.

03903765 \*\*Image available\*\*  
FACSIMILE EQUIPMENT

PUB. NO.: 04-268865 [JP 4268865 A]  
PUBLISHED: September 24, 1992 (19920924)  
INVENTOR(s): OSUMI NOBUO  
APPLICANT(s): NEC CORP [000423] (A Japanese Company or Corporation), JP  
(Japan)  
APPL. NO.: 03-028504 [JP 9128504]  
FILED: February 22, 1991 (19910222)  
JOURNAL: Section: E, Section No. 1316, Vol. 17, No. 61, Pg. 113,  
February 05, 1993 (19930205)

#### ABSTRACT

... number of the transmission source in correspondence with the telegram text number transmitted from the **transmission** source by **text** information is provided. The **text** number from the **transmission** source by **text** information is received and a text number extraction part 3 **extracts** it. The **telephone number** is indexed from the telephone number registration part 10 by the extracted text number and it is displayed in a display part 9. Furthermore, an automatic **call** part 5 makes a **dial call** by the indexed telephone number and it can transmit the report of message transmission recognition...

19/3,K/2 (Item 2 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2006 JPO & JAPIO. All rts. reserv.

03383955 \*\*Image available\*\*  
MESSAGE COMMUNICATION SYSTEM

PUB. NO.: 03-046855 [JP 3046855 A]  
PUBLISHED: February 28, 1991 (19910228)  
INVENTOR(s): SAKAI YOICHI  
APPLICANT(s): NIPPON TELEGR & TELEPH CORP <NTT> [000422] (A Japanese Company or Corporation), JP (Japan)  
APPL. NO.: 01-182173 [JP 89182173]  
FILED: July 14, 1989 (19890714)  
JOURNAL: Section: E, Section No. 1067, Vol. 15, No. 187, Pg. 20, May 14, 1991 (19910514)

#### ABSTRACT

PURPOSE: To enable a terminal to discriminate a fixed-form **text message** to automatically originate a call by automatically reporting the telephone number of a caller himself with the fixed-form **text message** by one operation in the case of the absence of the destination...

...respond to this call. The CPU 20 of the terminal A takes out fixed-form **text messages**, which are preliminarily prepared in a memory 21 and **include** its own **telephone number**, and is displayed on a display device 3. The caller selects a message by an...

...extracted by a number discriminating signal and is transmitted to an NCU 24' to perform **automatic dialing**.

19/3,K/3 (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2006 Thomson Derwent. All rts. reserv.

011762920 \*\*Image available\*\*  
WPI Acc No: 1998-179830/199816  
XRPX Acc No: N98-142265

Call back telephone number detection and extraction system - uses  
received alphanumeric text message from remote station in wireless  
communication system, using cellular short message system to send text  
that includes call back numbers identified by start and stop characters

Patent Assignee: QUALCOMM INC (QUAL-N)  
Inventor: COAD M T; KENAGY J B  
Number of Countries: 079 Number of Patents: 012  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9809463	A2	19980305	WO 97US15370	A	19970828	199816 B
AU 9742440	A	19980319	AU 9742440	A	19970828	199831
NO 9900958	A	19990427	WO 97US15370	A	19970828	199945
			NO 99958	A	19990226	
US 5966652	A	19991012	US 96705467	A	19960829	199949
EP 1002435	A2	20000524	EP 97940730	A	19970828	200030
			WO 97US15370	A	19970828	
AU 722239	B	20000727	AU 9742440	A	19970828	200041
MX 9901913	A1	19991001	MX 991913	A	19990226	200103
KR 2000035926	A	20000626	WO 97US15370	A	19970828	200111
			KR 99701662	A	19990227	
BR 9712973	A	20011106	BR 9712973	A	19970828	200175
			WO 97US15370	A	19970828	
JP 2002508890	W	20020319	WO 97US15370	A	19970828	200222
			JP 98511996	A	19970828	
MX 213034	B	20030226	WO 97US15370	A	19970828	200412
			MX 991913	A	19990226	
IL 128702	A	20041110	IL 128702	A	19970828	200480

Priority Applications (No Type Date): US 96705467 A 19960829

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9809463	A2	E	31	H04Q-007/32	
Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW					
Designated States (Regional): AT BE CH DE DK EA ES FI FR GB GH GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW					
AU 9742440	A			H04Q-007/32	Based on patent WO 9809463
NO 9900958	A			H04M-000/00	
US 5966652	A			H04Q-007/12	
EP 1002435	A2	E		H04Q-007/32	Based on patent WO 9809463
Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE					
AU 722239	B			H04Q-007/32	Previous Publ. patent AU 9742440 Based on patent WO 9809463
MX 9901913	A1			H04Q-007/32	
KR 2000035926	A			H04Q-007/32	Based on patent WO 9809463
BR 9712973	A			H04Q-007/32	Based on patent WO 9809463
JP 2002508890	W		36	H04Q-007/38	Based on patent WO 9809463
MX 213034	B			H04M-001/00	
IL 128702	A			H04M-001/57	Based on patent WO 9809463

Call back telephone number detection and extraction system...

...uses received alphanumeric text message from remote station in wireless communication system, using cellular short message system to send text that includes call back numbers identified by start and stop characters

...Abstract (Basic): call back number using the cursor and/or send keys. By selecting the number, a **call** is **placed** which may return further information about the number, such as information about local cinema programmes...

File 348:EUROPEAN PATENTS 1978-2006/ 200616

(c) 2006 European Patent Office

File 349:PCT FULLTEXT 1979-2006/UB=20060420,UT=20060413

(c) 2006 WIPO/Univentio

Set	Items	Description
S1	39270	EMAIL OR E()MAIL OR ELECTRONIC(3N)MAIL
S2	20672	(ELECTRONIC?) (3N) (MESSAGE? OR CORRESPOND? OR MEMO OR MEMOS OR MEMORAND? OR DOCUMENT? OR LETTER?)
S3	14014	(TEXT OR WEB) (3N) (MESSAGE? OR TRANSMITTAL OR TRANSMISSION - OR MEMO? ? OR MEMORAND?)
S4	31592	(TELEPHONE OR PHONE) (3N) (NUMBER? ? OR NUMERAL? OR NUMERIC?)
S5	3877	(EMBED? OR IMBED? OR INCLUD? OR INSERT? OR ATTACH?) (3N)S4
S6	6601	(DETERMIN? OR ID OR IDENTIF? OR LOCAT? OR EXTRACT?) (3N)S4
S7	20796	(INITIAT? OR ESTABLISH OR PLACE? ? OR PLACING OR DIAL? ? OR DIALING OR INITIAT?) (5N) (CALL? ? OR RECALL? ? OR CALLBACK)
S8	2026	(AUTO OR AUTOMATIC OR AUTOMATED OR AUTODIAL? OR MACHINE) (3- N) (DIAL? ? OR DIALING)
S9	23	AU=(DEZONNO A? OR QUAYLE W? OR DEZONNO, A? OR QUAYLE, W?)
S10	10	S9 AND (S1 OR S2)
S11	1	S9 AND S3
S12	2	(S10 OR S11) NOT AD=19971231:20060421/PR
S13	823	(S5 OR S6) (10N) (S1 OR S2)
S14	8	S13(10N) (S7 OR S8)
S15	3	S14 NOT AD=19971231:20060421/PR
S16	84	S3(10N) (S5 OR S6)
S17	1	S16(10N) (S7 OR S8)

12/3,K/1 (Item 1 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
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01819760

Method and system for establishing voice communications using a computer network

Verfahren und Vorrichtung zum Sprachkommunikationsaufbau unter Verwendung eines Computernetzwerkes

Methode et appareil pour l'etablissement de communications de voix utilisant un reseau d'ordinateurs

PATENT ASSIGNEE:

Rockwell Automation, Inc., (5107210), 1431 Opus Place, Downers Grove, Illinois 60515, (US), (Applicant designated States: all)

INVENTOR:

Dezonno, Anthony J. , 2225 Midhurst Road, Downers Grove IL 60516, (US)

Quayle, William R. , 820 Zaininger, Naperville IL 60563, (US)

LEGAL REPRESENTATIVE:

Strass, Jurgen (126521), Prinz & Partner GbR, Manzingerweg 7, 81241 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 1482705 A2 041201 (Basic)  
EP 1482705 A3 050914

APPLICATION (CC, No, Date): EP 2004011373 960418;

PRIORITY (CC, No, Date): US 426533 950421

DESIGNATED STATES: DE; GB

RELATED PARENT NUMBER(S) - PN (AN):

EP 740445 (EP 96106098)

INTERNATIONAL PATENT CLASS (V7): H04L-029/06

ABSTRACT WORD COUNT: 198

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200449	2168
SPEC A	(English)	200449	3003
Total word count - document A			5171
Total word count - document B			0
Total word count - documents A + B			5171

INVENTOR:

Dezonno, Anthony J ...

...US)

Quayle, William R ...

...SPECIFICATION 302, telephone number 304 and the time to call 306 information into a single conventional **electronic** mail ( **E - mail** ) **message** (designated a "call request") which is sent over the Internet 108. Alternatively, program to program...

12/3,K/2 (Item 2 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
(c) 2006 European Patent Office. All rts. reserv.

00794117

Method and system for establishing voice communications using a computer network



Verfahren und Vorrichtung zum Sprachkommunikationsaufbau unter Verwendung  
eines Computernetzwerkes

Methode et appareil pour l'etablissement de communications de voix  
utilisant un reseau d'ordinateurs

PATENT ASSIGNEE:

ROCKWELL INTERNATIONAL CORPORATION, (1727901), 1431 Opus Place, Downers  
Grove, Illinois 60515, (US), (Applicant designated States: all)

INVENTOR:

Dezonno, Anthony J. , 2225 Midhurst Road, Downers Grove, IL 60516, (US)

Quayle, William R. , 820 Zaininger, Naperville, IL 60563, (US)

LEGAL REPRESENTATIVE:

Degwert, Hartmut, Dipl.-Phys. et al (38536), Prinz & Partner GbR,  
Manzingerweg 7, 81241 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 740445 A2 961030 (Basic)  
EP 740445 A3 001206

APPLICATION (CC, No, Date): EP 96106098 960418;

PRIORITY (CC, No, Date): US 426533 950421

DESIGNATED STATES: DE; GB

RELATED DIVISIONAL NUMBER(S) - PN (AN):

(EP 2004011373)

INTERNATIONAL PATENT CLASS (V7): H04L-029/06

ABSTRACT WORD COUNT: 229

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB96	1146
SPEC A	(English)	EPAB96	3024
Total word count - document A			4170
Total word count - document B			0
Total word count - documents A + B			4170

INVENTOR:

Dezonno, Anthony J ...

...US)

Quayle, William R ...

...SPECIFICATION 302, telephone number 304 and the time to call 306  
information into a single conventional **electronic** mail ( **E - mail** )  
**message** (designated a "call

15/3,K/1 (Item 1 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2006 WIPO/Univentio. All rts. reserv.

00463118 \*\*Image available\*\*

**INTERNET-BASED SUBSCRIBER PROFILE MANAGEMENT OF A COMMUNICATIONS SYSTEM**  
**GESTION DE PROFIL D'ABONNE PAR INTERNET DANS UN SYSTEME DE COMMUNICATIONS**

Patent Applicant/Assignee:

MCI COMMUNICATIONS CORPORATION,

Inventor(s):

MILLER James Allen,

VAIDYA Ramchandra S,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9853582 A1 19981126

Application: WO 98US10227 19980515 (PCT/WO US9810227)

Priority Application: US 97862134 19970522; US 97925370 19970908

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AU CA JP MX AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 12308

Fulltext Availability:

Detailed Description

Detailed Description

... in

connection with a single telephone number telecommunications system that provides numerous features, such as **call** routing, speed **dial** numbers, voicemail, faxmail, **call** screening, etc. A single **telephone number** system could also **include** additional features, such as **electronic mail** (including voice recognition and text-to-speech capabilities), video mail, telex services, etc. Alternative embodiments...

15/3,K/2 (Item 2 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2006 WIPO/Univentio. All rts. reserv.

00443927

**A COMMUNICATION SYSTEM ARCHITECTURE**

**ARCHITECTURE D'UN SYSTEME DE COMMUNICATION**

Patent Applicant/Assignee:

MCI WORLDCOM INC,

EASTEP Guido M,

LITZENBERGER Paul R,

OREBAUGH Shannon R,

ELLIOTT Isaac K,

STELLE Rick,

SCHRAGE Bruce,

BAXTER Craig A,

ATKINSON Wesley,

KNOSTMAN Chuck,

CHEN Bing,

VANDERSLUIS Kristan,

Inventor(s):

EASTEP Guido M,

LITZENBERGER Paul R,

OREBAUGH Shannon R,

ELLIOTT Isaac K,  
STELLE Rick,  
SCHRAGE Bruce,  
BAXTER Craig A,  
ATKINSON Wesley,  
KNOSTMAN Chuck,  
CHEN Bing,  
VANDERSLUIS Kristan,  
JUN Fang DI,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9834391 A2 19980806  
Application: WO 98US1868 19980203 (PCT/WO US9801868)  
Priority Application: US 97794555 19970203; US 97794114 19970203; US  
97794689 19970203; US 97807130 19970210; US 97798208 19970210; US  
97795270 19970210; US 97797964 19970210; US 97800243 19970210; US  
97798350 19970210; US 97797445 19970210; US 97797360 19970210

Designated States:

(Protection type is "patent" unless otherwise stated - for applications  
prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM  
GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX  
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW GH  
GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI  
FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 156226

Fulltext Availability:

Detailed Description

Detailed Description

... of database lookup requests. The database lookup requests include  
queries on the type of the **call** , **call** validation based on the  
**telephone** numbers of both the calling and the called parties and also  
call restrictions, if any, including call blocking restrictions based on  
the  
called or calling party's **telephone number** . The Agent then signals  
the  
ISNAP-ACD combination to put the Calling Party on hold and **dial** the  
called party and to be connected to the Called Party. The Agent informs  
the...

15/3,K/3 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2006 WIPO/Univentio. All rts. reserv.

00421243 \*\*Image available\*\*

DEDICATED SYSTEM AND PROCESS FOR DISTRIBUTED COMMUNICATION ON A  
PACKET-SWITCHED NETWORK  
SYSTEME SPECIALISE ET PROCEDE POUR COMMUNICATION REPARTIE SUR UN RESEAU  
COMMUTE PAR PAQUETS

Patent Applicant/Assignee:

DIALNET INC,

Inventor(s):

LEE Don Joon,

YAN Charles,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9811704 A2 19980319  
Application: WO 97US16504 19970912 (PCT/WO US9716504)

Priority Application: US 96713077 19960912; US 97832709 19970411  
Designated States:  
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH HU  
IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL  
PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW GH KE LS MW SD  
SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT  
LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 7707

Fulltext Availability:

Detailed Description

Detailed Description

... caller's appliance sends a query packet (described below) 1 5  
containing the recipient's **telephone number** or other distinct  
**identification** information such as a residential address, IP address,  
**electronic mail** address, to **initiate** a long-distance **call** .

Jpon determining at least the recipient's DCF network address, the  
caller's appliance, caller...

File 348:EUROPEAN PATENTS 1978-2006/ 200616

(c) 2006 European Patent Office

File 349:PCT FULLTEXT 1979-2006/UB=20060420,UT=20060413

(c) 2006 WIPO/Univentio

Set	Items	Description
S1	39270	EMAIL OR E()MAIL OR ELECTRONIC(3N)MAIL
S2	20672	(ELECTRONIC?) (3N) (MESSAGE? OR CORRESPOND? OR MEMO OR MEMOS OR MEMORAND? OR DOCUMENT? OR LETTER?)
S3	14014	(TEXT OR WEB) (3N) (MESSAGE? OR TRANSMITTAL OR TRANSMISSION - OR MEMO? ? OR MEMORAND?)
S4	31592	(TELEPHONE OR PHONE) (3N) (NUMBER? ? OR NUMERAL? OR NUMERIC?)
S5	3877	(EMBED? OR IMBED? OR INCLUD? OR INSERT? OR ATTACH?) (3N)S4
S6	6601	(DETERMIN? OR ID OR IDENTIF? OR LOCAT? OR EXTRACT?) (3N)S4
S7	20796	(INITIAT? OR ESTABLISH OR PLACE? ? OR PLACING OR DIAL? ? OR DIALING OR INITIAT?) (5N) (CALL? ? OR RECALL? ? OR CALLBACK)
S8	2026	(AUTO OR AUTOMATIC OR AUTOMATED OR AUTODIAL? OR MACHINE) (3- N) (DIAL? ? OR DIALING)
S9	23	AU=(DEZONNO A? OR QUAYLE W? OR DEZONNO, A? OR QUAYLE, W?)
S10	10	S9 AND (S1 OR S2)
S11	1	S9 AND S3
S12	2	(S10 OR S11) NOT AD=19971231:20060421/PR
S13	823	(S5 OR S6) (10N) (S1 OR S2)
S14	8	S13(10N) (S7 OR S8)
S15	3	S14 NOT AD=19971231:20060421/PR
S16	84	S3(10N) (S5 OR S6)
S17	1	S16(10N) (S7 OR S8)

File 9:Business & Industry(R) Jul/1994-2006/Apr 20  
(c) 2006 The Gale Group  
File 15:ABI/Inform(R) 1971-2006/Apr 21  
(c) 2006 ProQuest Info&Learning  
File 16:Gale Group PROMT(R) 1990-2006/Apr 21  
(c) 2006 The Gale Group  
File 20:Dialog Global Reporter 1997-2006/Apr 21  
(c) 2006 Dialog  
File 47:Gale Group Magazine DB(TM) 1959-2006/Apr 21  
(c) 2006 The Gale group  
File 75:TGG Management Contents(R) 86-2006/Apr W2  
(c) 2006 The Gale Group  
File 80:TGG Aerospace/Def.Mkts(R) 1982-2006/Apr 20  
(c) 2006 The Gale Group  
File 88:Gale Group Business A.R.T.S. 1976-2006/Apr 14  
(c) 2006 The Gale Group  
File 98:General Sci Abs 1984-2004/Dec  
(c) 2005 The HW Wilson Co.  
File 112:UBM Industry News 1998-2004/Jan 27  
(c) 2004 United Business Media  
File 141:Readers Guide 1983-2004/Dec  
(c) 2005 The HW Wilson Co  
File 148:Gale Group Trade & Industry DB 1976-2006/Apr 21  
(c)2006 The Gale Group  
File 160:Gale Group PROMT(R) 1972-1989  
(c) 1999 The Gale Group  
File 275:Gale Group Computer DB(TM) 1983-2006/Apr 20  
(c) 2006 The Gale Group  
File 264:DIALOG Defense Newsletters 1989-2006/Apr 20  
(c) 2006 Dialog  
File 484:Periodical Abs Plustext 1986-2006/Apr W2  
(c) 2006 ProQuest  
File 553:Wilson Bus. Abs. 1982-2006/Apr  
(c) 2006 The HW Wilson Co  
File 570:Gale Group MARS(R) 1984-2006/Apr 20  
(c) 2006 The Gale Group  
File 620:EIU:Viewswire 2006/Apr 20  
(c) 2006 Economist Intelligence Unit  
File 613:PR Newswire 1999-2006/Apr 21  
(c) 2006 PR Newswire Association Inc  
File 621:Gale Group New Prod.Annou.(R) 1985-2006/Apr 21  
(c) 2006 The Gale Group  
File 623:Business Week 1985-2006/Apr 21  
(c) 2006 The McGraw-Hill Companies Inc  
File 624:McGraw-Hill Publications 1985-2006/Apr 21  
(c) 2006 McGraw-Hill Co. Inc  
File 634:San Jose Mercury Jun 1985-2006/Apr 20  
(c) 2006 San Jose Mercury News  
File 635:Business Dateline(R) 1985-2006/Apr 21  
(c) 2006 ProQuest Info&Learning  
File 636:Gale Group Newsletter DB(TM) 1987-2006/Apr 20  
(c) 2006 The Gale Group  
File 647:CMP Computer Fulltext 1988-2006/May W1  
(c) 2006 CMP Media, LLC  
File 696:DIALOG Telecom. Newsletters 1995-2006/Apr 21  
(c) 2006 Dialog  
File 674:Computer News Fulltext 1989-2006/Apr W3  
(c) 2006 IDG Communications  
File 810:Business Wire 1986-1999/Feb 28  
(c) 1999 Business Wire  
File 813:PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc  
File 587:Jane's Defense&Aerospace 2006/Apr W3  
(c) 2006 Jane's Information Group

Set	Items	Description
S1	5006288	EMAIL OR E()MAIL OR ELECTRONIC(3N)MAIL
S2	179223	(ELECTRONIC?) (3N) (MESSAGE? OR CORRESPOND? OR MEMO OR MEMOS OR MEMORAND? OR DOCUMENT? OR LETTER?)
S3	143469	(TEXT OR WEB) (3N) (MESSAGE? OR TRANSMITTAL OR TRANSMISSION - OR MEMO? ? OR MEMORAND?)
S4	808874	(TELEPHONE OR PHONE) (3N) (NUMBER? ? OR NUMERAL? OR NUMERIC?)
S5	33891	(EMBED? OR IMBED? OR INCLUD? OR INSERT? OR ATTACH?) (3N)S4
S6	17162	(DETERMIN? OR ID OR IDENTIF? OR LOCAT? OR EXTRACT?) (3N)S4
S7	528137	(INITIAT? OR ESTABLISH OR PLACE? ? OR PLACING OR DIAL? ? OR DIALING OR INITIAT?) (5N) (CALL? ? OR RECALL? ? OR CALLBACK)
S8	19044	(AUTO OR AUTOMATIC OR AUTOMATED OR AUTODIAL? OR MACHINE) (3- N) (DIAL? ? OR DIALING)
S9	6	AU=(DEZONNO A? OR QUAYLE W? OR DEZONNO, A? OR QUAYLE, W?)
S10	2	S9 AND (S1 OR S2)
S11	0	S9 AND S3
S12	1	RD S10 (unique items)
S13	5988	(S5 OR S6) (10N) (S1 OR S2)
S14	25	S13(10N) (S7 OR S8)
S15	10	S14 NOT PY=1998:2006
S16	6	RD (unique items)
S17	166	S3(10N) (S5 OR S6)
S18	33	S17(10N) (S7 OR S8)
S19	33	S18 NOT PY=1998:2006
S20	16	RD (unique items)

16/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01235933 98-85328

**Call centers: Today's new profit centers**

Marsico, Kathy  
AT&T Technology v10n4 PP: 14-18 Winter 1995/1996  
ISSN: 0889-8979 JRNL CODE: ATT  
WORD COUNT: 2111

...TEXT: number, for a return call. Subscribers to the service receive timely reports via fax or **email** that summarize call details **including** the originating **phone number** captured by the automatic number-identification capability. **Call** -detail data is used for **placing** a return **call** when an agents becomes available. Answer Advantage is priced on a transaction basis to be...

16/3,K/2 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

04290641 Supplier Number: 46288009 (USE FORMAT 7 FOR FULLTEXT)  
**INTERNET ACCESS: USERS CALL ON SWITCHBOARD MORE THAN 12 MILLION TIMES TO  
FIND FRIENDS, FAMILY & CLASSMATES; NEW INTERNET DIRECTORY DELIVERS  
LIGHTNING-FAST ACCESS & PRIVACY**

EDGE, on & about AT&T, pN/A  
April 8, 1996  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 830

... known as "knock-knock," to make themselves accessible on the Internet, without necessarily revealing their **e - mail** addresses.  
Knock-knock operates much like the telephone service Caller **ID** , which **identifies** the **phone number** of the person **placing** the **call** as the phone is ringing and protects the privacy of the person being contacted.  
Similarly...

16/3,K/3 (Item 1 from file: 47)  
DIALOG(R)File 47:Gale Group Magazine DB(TM)  
(c) 2006 The Gale group. All rts. reserv.

04078547 SUPPLIER NUMBER: 16064318 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Welcome to client-server PBX computing. (includes related articles on  
PC-based computer-telephone integration, and on its use at Boston Edison)  
(Networks: Advanced Technology)**

Strauss, Paul  
Datamation, v40, n11, p49(3)  
June 1, 1994  
ISSN: 1062-8363 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1237 LINE COUNT: 00097

... Charles Fitzgerald gives is that applications built to work with TAPI will be able to **embed telephone numbers** in **e - mail** or spreadsheets. You could then click on the number to **place a call** or to put the number into a personal telephone directory.



TAPI capabilities will ship as...

**16/3,K/4 (Item 1 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

08584380 SUPPLIER NUMBER: 18171150 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Internet access: users call on Switchboard more than 12 million times to find friends, family & classmates; new Internet directory delivers lightning-fast access & privacy. (Coordinate.com service) (Company Business and Marketing)**  
EDGE, on & about AT&T, v11, p22(1)  
April 8, 1996  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 872 LINE COUNT: 00074

... known as "knock-knock," to make themselves accessible on the Internet, without necessarily revealing their **e - mail** addresses.  
Knock-knock operates much like the telephone service Caller ID , which **identifies the phone number** of the person **placing the call** as the phone is ringing and protects the privacy of the person being contacted.  
Similarly...

**16/3,K/5 (Item 1 from file: 275)**  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

01173593 SUPPLIER NUMBER: 04430760  
**LAN software package offers users convenient interface. (Software Review) (evaluation)**  
Crabb, Don  
InfoWorld, v8, n41, p50(3)  
Oct 13, 1986  
DOCUMENT TYPE: evaluation ISSN: 0199-6649 LANGUAGE: ENGLISH  
RECORD TYPE: ABSTRACT

...ABSTRACT: package that replaces user-interface software provided by the local area network vendor. Features include **electronic mail** , file management, application selection, printing, and communications. Additional capabilities **include** management of **telephone numbers** and addresses, **auto - dialing** , and PBX support. Overall, the performance of Tapestry gave better disk access time, file management...

**16/3,K/6 (Item 1 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

03021134 Supplier Number: 46167467 (USE FORMAT 7 FOR FULLTEXT)  
**BANYAN: Internet Division launches Switchboard**  
M2 Presswire, pN/A  
Feb 23, 1996  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 585

... users to make themselves accessible on the Internet, without the

risk of exposing their actual **e - mail** address to unwelcome correspondents. Much like the telephone service Caller ID , which reveals the **phone number** of the person **placing** the **call** as the phone is ringing, Switchboard's 'Knock-Knock' feature protects the privacy of the...

20/3,K/1 (Item 1 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2006 The Gale Group. All rts. reserv.

01055288 Supplier Number: 23644153 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Nextel Treks Beyond Cellular**  
(NexTel Communications introducing wireless phone service in the Chicago area that combines digital cellular, paging, and conferencing capabilities)  
Newsbytes News Network, p N/A  
September 17, 1996  
DOCUMENT TYPE: Journal (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 336

TEXT:

...alphanumeric pages, John Shelton, president of Nextel's Chicago market, told Newsbytes. With one-touch **call** back, the **phone** can **dial** **phone numbers** **embedded** in **text** or numeric **messages**, officials said.

...

20/3,K/2 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

05109278 Supplier Number: 47500746 (USE FORMAT 7 FOR FULLTEXT)  
**Nextel Expands Largest All-Digital Network to Oklahoma City and Tulsa; Changes The Way People Communicate**  
PR Newswire, p0630NYM041  
June 30, 1997  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 651

... discreet way to relay a numeric or text message to a wireless user. One-touch **call** -back allows users to instantly **dial** **phone numbers** **included** in a **text** or numeric **message**.

-- One second billing rounds digital cellular calls to the second after the first minute. Many...

20/3,K/3 (Item 2 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

05076270 Supplier Number: 47452165 (USE FORMAT 7 FOR FULLTEXT)  
**Wireless: Nextel expands largest all-digital network to Kansas City; Changes the way people communicate**  
EDGE, on & about AT&T, pN/A  
June 9, 1997  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 555

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:

...discreet way to relay a numeric or text message to a wireless user. One-touch **call -back** allows users to instantly **dial phone numbers included** in a **text** or numeric **message**. o One second billing rounds digital cellular calls to the second after the first minute...

**20/3,K/4 (Item 3 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

04622583 Supplier Number: 46800224 (USE FORMAT 7 FOR FULLTEXT)  
**Nextel Communications Launches New Generation of Integrated Wireless Service in Colorado**  
PR Newswire, p1014LAM057  
Oct 14, 1996  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 412

... strength, audio/volume and other features.  
Also unique to the PowerFone is the one-touch **call -back** feature, which **dials phone numbers included** in **text messages**, and **text message** delivery even when the phone is turned off.  
Nextel, OneComm and PowerFone are servicemarks and...

**20/3,K/5 (Item 4 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

04579311 Supplier Number: 46731874 (USE FORMAT 7 FOR FULLTEXT)  
**Wireless: Nextel Communications unveils area's only wireless service that integrates digital cellular, paging and instant conferencing; one service, one device, one number improves customer productivity and cuts costs**  
EDGE, on & about AT&T, pN/A  
Sept 23, 1996  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 767

... audio and voice volume, and more.  
Unique to the iP370 Powerfone is a one-touch **call back** feature, which **dials phone numbers included** in **text messages**, and **message** delivery even when the phone is turned "off." Other user-friendly phone features include a...

**20/3,K/6 (Item 5 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

04570984 Supplier Number: 46719285 (USE FORMAT 7 FOR FULLTEXT)  
**Nextel Treks Beyond Cellular 09/17/96**  
Newsbytes, pN/A  
Sept 17, 1996  
Language: English Record Type: Fulltext  
Document Type: Newswire; General Trade  
Word Count: 348

... alphanumeric pages, John Shelton, president of Nextel's Chicago market, told Newsbytes. With one-touch **call back**, the **phone** can **dial phone numbers embedded in text** or numeric **messages**, officials said.

Instant conferencing, the other main feature of Nextel's new phone service, lets...

**20/3,K/7 (Item 6 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2006 The Gale Group. All rts. reserv.

04569527 Supplier Number: 46717001 (USE FORMAT 7 FOR FULLTEXT)

**Nextel Initiates Nationwide Roll-out of New Wireless Service Integrating Digital Cellular, Instant Conferencing and Paging**

PR Newswire, p0916SFM052

Sept 16, 1996

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 847

... audio and voice volume and more.

Also unique to the PowerFone is the one-touch **call -back** feature, which **dials phone numbers included in text messages**, and **text message** delivery even

when the phone is turned "off." The features in this phone and the...

**20/3,K/8 (Item 7 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2006 The Gale Group. All rts. reserv.

04569526 Supplier Number: 46717000 (USE FORMAT 7 FOR FULLTEXT)

**Nextel Communications Unveils Area's Only Wireless Service that Integrates Digital Cellular, Paging and Instant Conferencing**

PR Newswire, p0916DEM030

Sept 16, 1996

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 843

... audio and voice volume, and more.

Unique to the iP370 Powerfone is a one-touch **call back** feature, which **dials phone numbers included in text messages**, and **message** delivery even when the phone is turned "off." Other user-friendly phone features include a...

**20/3,K/9 (Item 8 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2006 The Gale Group. All rts. reserv.

04565418 Supplier Number: 46710440 (USE FORMAT 7 FOR FULLTEXT)

**Nextel Initiates Nationwide Roll-out of New Wireless Service Integrating Digital Cellular, Instant Conferencing and Paging -- iDEN Tests Declared Successful - Service Begins Today in Chicago --.**

Business Wire, p09160503

Sept 16, 1996

Language: English Record Type: Fulltext

Document Type: Newswire; Trade  
Word Count: 782

... audio and voice volume and more.

Also unique to the PowerFone is the one-touch call -back feature, which dials phone numbers included in text messages , and text message delivery even when the phone is turned "off." The features in this phone and the...

20/3,K/10 (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

08997404 SUPPLIER NUMBER: 18712288 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Wireless: Nextel Communications unveils area's only wireless service that integrates digital cellular, paging and instant conferencing; one service, one device, one number improves customer productivity and cuts costs. (Company Business and Marketing)**

EDGE, on & about AT&T, v11, p11(1)

Sep 23, 1996

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 818 LINE COUNT: 00072

... audio and voice volume, and more.

Unique to the iP370 Powerfone is a one-touch call back feature, which dials phone numbers included in text messages , and message delivery even when the phone is turned "off." Other user-friendly phone features include a...

20/3,K/11 (Item 1 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

02074752 SUPPLIER NUMBER: 19522702 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Wireless: Nextel expands largest all-digital network to Kansas City; changes the way people communicate. (Nextel Communications) (Company Business and Marketing)**

EDGE, on & about AT&T, v12, p15(1)

June 9, 1997

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 610 LINE COUNT: 00051

TEXT:

...discreet way to relay a numeric or text message to a wireless user. One-touch call -back allows users to instantly dial phone numbers included in a text or numeric message . o One second billing rounds digital cellular calls to the second after the first minute...

20/3,K/12 (Item 1 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

03313493 Supplier Number: 46807889 (USE FORMAT 7 FOR FULLTEXT)

**NEXTEL LAUNCHES INTEGRATED WIRELESS SERVICE IN COLORADO**

Communications Today, pN/A

Oct 17, 1996

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade  
Word Count: 76

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:

...four-line display and stores up to 16 messages. There also is a one-touch **call** -back feature, which can **dial** **phone** **numbers** **included** in **text** **messages** . The telephone also accepts **text** **message** delivery even when it is turned off.

20/3,K/13 (Item 2 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

03278965 Supplier Number: 46731873 (USE FORMAT 7 FOR FULLTEXT)  
**Wireless: Nextel Communications unveils area's only wireless service that integrates digital cellular, paging and instant conferencing; one service, \*ne device, one number improves customer productivity and cuts costs**

EDGE, on & about AT&T, pN/A  
Sept 23, 1996  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 771

... audio and voice volume, and more. .  
Unique to the iP370 Powerfone is a one-touch **call** back feature, which **dials** **phone** **numbers** **included** in **text** **messages** , and **message** delivery even when the phone is turned "off." Other user-friendly phone features include a...

20/3,K/14 (Item 3 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

03272908 Supplier Number: 46718035 (USE FORMAT 7 FOR FULLTEXT)  
**NEXTEL: Area's only wireless service integrating digital cellular, paging, instant conferencing**

M2 Presswire, pN/A  
Sept 17, 1996  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 858

... audio and voice volume, and more.  
Unique to the iP370 Powerfone is a one-touch **call** back feature, which **dials** **phone** **numbers** **included** in **text** **messages** , and **message** delivery even when the phone is turned "off." Other user-friendly phone features include a...

20/3,K/15 (Item 1 from file: 810)  
DIALOG(R)File 810:Business Wire  
(c) 1999 Business Wire . All rts. reserv.

0708992 BW1295

**NEXTEL: Nextel expands largest all-digital network to Kansas City; Changes**

**the way people communicate**

June 02, 1997

Byline: Business Editors

...discreet way to relay a numeric or text message to a wireless user. One-touch **call** -back allows users to instantly **dial** **phone numbers** **included** in a **text** or numeric **message** .  
- One second billing rounds digital cellular calls to the second after the first minute. Many...

20/3,K/16 (Item 1 from file: 813)  
DIALOG(R)File 813:PR Newswire  
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1100918 NYTU038  
**Nextel Expands Largest All-Digital Network to Minneapolis; Changes the Way People Communicate**

DATE: May 20, 1997 09:06 EDT WORD COUNT: 616

...discreet way to relay a numeric or text message to a wireless user.  
One-touch **call** -back allows users to instantly **dial** **phone numbers** **included** in a **text** or numeric **message** .  
-- One second billing rounds digital cellular calls to the second after the first minute. Other...



File 608:KR/T Bus.News. 1992-2006/Apr 21  
(c)2006 Knight Ridder/Tribune Bus News

Set	Items	Description
S1	265800	EMAIL OR E()MAIL OR ELECTRONIC(3N)MAIL
S2	2207	(ELECTRONIC?) (3N) (MESSAGE? OR CORRESPOND? OR MEMO OR MEMOS OR MEMORAND? OR DOCUMENT? OR LETTER?)
S3	2557	(TEXT OR WEB) (3N) (MESSAGE? OR TRANSMITTAL OR TRANSMISSION - OR MEMO? ? OR MEMORAND?)
S4	29280	(TELEPHONE OR PHONE) (3N) (NUMBER? ? OR NUMERAL? OR NUMERIC?)
S5	2832	(EMBED? OR IMBED? OR INCLUD? OR INSERT? OR ATTACH?) (3N)S4
S6	664	(DETERMIN? OR ID OR IDENTIF? OR LOCAT? OR EXTRACT?) (3N)S4
S7	8795	(INITIAT? OR ESTABLISH OR PLACE? ? OR PLACING OR DIAL? ? OR DIALING OR INITIAT?) (5N) (CALL? ? OR RECALL? ? OR CALLBACK)
S8	289	(AUTO OR AUTOMATIC OR AUTOMATED OR AUTODIAL? OR MACHINE) (3- N) (DIAL? ? OR DIALING)
S9	0	AU=(DEZONNO A? OR QUAYLE W? OR DEZONNO, A? OR QUAYLE, W?)
S10	1198	(S5 OR S6) AND (S1 OR S2)
S11	48	S10 AND (S7 OR S8)
S12	8	S11 NOT PY=1998:2006
S13	4	RD (unique items)
S14	1	S3(10N) (S5 OR S6)
S15	0	S14(10N) (S7 OR S8)

13/3,K/1

DIALOG(R)File 608:KR/T Bus.News.

(c)2006 Knight Ridder/Tribune Bus News. All rts. reserv.

613084 Story Number: 9862 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**THE KANSAS CITY STAR, MO., JERRY HEASTER COLUMN**

Jerry Heaster

Kansas City Star (Missouri)

Dec 08, 1997 16:24 E.T.

DOCUMENT TYPE: Newspaper RECORD TYPE: Fulltext LANGUAGE: English

WORD COUNT: 0705

...TEXT: the past as prologue. The charts, they said, showed a bonanza ahead.

The trends in **place** at the time made the **call** seem far-fetched. But even if these analysts had gotten the trend right but missed...

...Saturday and Sunday. To share a comment, call (816) 889-7827 and enter 2301. Send **e - mail** , including a **telephone number** , to jheaster@kcstar.com.

(c) 1997, The Kansas City Star, Mo. Distributed by Knight-Ridder...

13/3,K/2

DIALOG(R)File 608:KR/T Bus.News.

(c)2006 Knight Ridder/Tribune Bus News. All rts. reserv.

524027 Story Number: 9861 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**THE MIAMI HERALD CRAIG CROSSMAN COLUMN**

Craig Crossman

Miami Herald

Dec 01, 1996 13:27 E.T.

DOCUMENT TYPE: Newspaper RECORD TYPE: Fulltext LANGUAGE: English

WORD COUNT: 1255

...TEXT: again.

A new generation of "smart phones" are on the market that let you send **e - mail** and browse the Internet as well as speed **dial** all your **calls** . One manufacturer refers to them as "phones on steroids" because new phone company services allow...

...variety of subscriber services. Some models also offer built-in miniature hideaway keyboards for typing **e - mail** , Internet browsing and other functions.

Smart phones require the Analog Digital Services Interface (ADSI), which...

...plus a built-in hideaway mini-keyboard that slides out from underneath, perfect for typing **e - mail** . The phone also sports a magnetic credit card swipe slot intended for online shopping and...

...hideaway miniature keyboard. The phone also can be set to automatically call and check for **e - mail** . Other features include a tri-colored indicator that flashes green alerting you have new **e - mail** .

Instead of a magnetic credit card reader, the P100 has a slot to read the...

...can download new features and abilities into its flash memory.

As more services become available, **dialing** a special **automated** service number will let your local telephone company reprogram the screen

phones with the new...

...packages, obtain lottery results in any state, get stock quotes (delayed or real time), send **e - mail** and lots more. Different service packages range from \$9.95 to \$24.95 a month...Beach. Send questions to him at Business Monday, 1 Herald Plaza, Miami, Fla. 33132. Please **include** your **phone number**.

Product: PowerTouch 350  
Cost: \$225  
Company: Northern Telecom  
2221 Lakeside Blvd.  
Richardson, TX 75082  
www...

**13/3,K/3**

DIALOG(R)File 608:KR/T Bus.News.

(c)2006 Knight Ridder/Tribune Bus News. All rts. reserv.

00305047 Story Number: 5623 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**MCI TO LOCATE A CUSTOMER SERVICE CENTER IN NEWPORT NEWS, VIRGINIA**

Mylene Mangalindan

The Virginian-Pilot

October 30, 1995 15:34 E.T.

DOCUMENT TYPE: Newspaper RECORD TYPE: Fulltext LANGUAGE: English

WORD COUNT: 565

...TEXT: Friends

and Family long-distance program and its expanded Friends and Family Connections, which offers **e - mail**, paging and calling card services.

Washington-based MCI, which boasts annual revenue of \$13 billion...

...target of  
1,000.

MCI will begin hiring Dec. 15. Information about the application process,

**including** a toll-free **phone number**, will be released next week, Cerone said.

Newport News lured MCI -- in part -- with \$450...

...site from the development  
authority.

Entry-level employees will be mostly sales and service  
representatives

**placing** and taking **calls**. They can expect to make between \$6.50 and \$7.50 an

hour -- from \$13...

**13/3,K/4**

DIALOG(R)File 608:KR/T Bus.News.

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00200049 Story Number: 16809 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**NORTH AMERICAN AREA CODE SYSTEM TO EXPAND NEXT YEAR**

Elisa Williams

The Orange County Register

March 24, 1994 20:57 E.T.

DOCUMENT TYPE: Newspaper RECORD TYPE: Fulltext LANGUAGE: English

WORD COUNT: 878

...TEXT: numbers.

Blair has a phone and fax at the company's Irvine headquarters and receives **electronic mail** through a third line attached to his computer.

In New York, Blair has two offices...

...the area code will be used for cellular phones and pagers, but eventually it will **include** land-line **numbers**, the **phone** companies said.

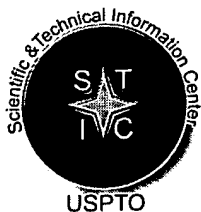
"It's going to be a pain, but we need this," said Jack...

...said.

Area codes were introduced in 1947 as a way to enable phone customers to

**place** their own **calls** without operator assistance.

Heavily populated areas initially were given the lowest numbers, codes such as...



# STIC Search Report

## EIC 2600

STIC Database Tracking Number: 186391

TO: Olisa Anwah  
Location: Knox 7C73  
Art Unit: 2614  
Friday, April 21, 2006

Case Serial Number: 10659809

From: Pamela Reynolds  
Location: EIC 2600  
KNOX 8B54  
Phone: 571-272-3505

Pamela.Reynolds@uspto.gov

### Search Notes

Dear Olisa Anwah,

Please find attached the search results for webcall. I searched the standard Dialog files, IEEE, Proquest, the wayback machine for spanlink, and the internet.

If you would like a re-focus please let me know.

Thank you.

*No Patent f's  
Searched*

RUSH SPE SIGNATURE \_\_\_\_\_

Access DB# 186391

## SEARCH REQUEST FORM

Scientific and Technical Information Center

**EIC 2600**

Requester's Full Name OLISA ANWAH Examiner # 79286 Date 4-21-6  
Art Unit 2614 Phone Number \_\_\_\_\_ Serial Number \_\_\_\_\_  
Office Location Knox Floor Format preferred (circle) PAPER EMAIL BOTH

If more than one search is submitted, please prioritize searches in order of need.  
.....

Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Let us know what you already have and so do not need.

Include the keywords, synonyms and meaning of acronyms. Define all terms that may have a specific meaning. Please attach a copy of the background, abstract, claims and other pertinent information.

Please state how the terms or keyword strings should relate to one another.

Title of the Invention \_\_\_\_\_

Inventor(s) \_\_\_\_\_

Earliest Priority date to be used <

PLEASE SEARCH WEB CALL

PRIORITY DATE 4-21-1995

\*\*\*\*\*

### STAFF USE ONLY

Searcher Pamela Reynolds

Phone 2-3505

Location Knox 8854

Date picked up 4-21-86

Date completed 4-21-86

Search Prep/review \_\_\_\_\_

Online Time 16

### TYPE of Search

Text ☒

Litigation ☒

Other ☒

### Databases Searched

Dialog ☒

STN ☐

QuestelOrbit ☐

LEXIS/NEXIS ☐

Courtlink ☐

Other ☒

92.35



# WebCall™

*"The Voice of Experience in Computer Telephony"*

## Product Overview

WebCall™ is the first product on the market which links the power of the Internet to your telephone system or Call Center. WebCall allows customers who find you on the Internet's World Wide Web to ask to speak to a live agent from your Web page - without having a multi-media PC or a high speed Internet connection! WebCall even makes use of your existing Call Center ACD and business computer systems to maximize efficiency and customer service. Here is how a typical WebCall application works:

- Customer looking at your World Wide Web site wants to speak to a live agent to get more information or complete an electronic transaction.
- Customer clicks on a button which says "Speak to a Live Agent" - or similar statement of your choice.
- Customer is presented with a form which asks for their phone number and up to fifteen additional pieces of company configured information.
- Customer fills out the form and presses "Send"
- Customer receives one or more of the following responses depending on software options purchased:
  - ♦ An anticipated delay message is sent to the screen as follows: "Our software ExtraAgent™ can wait in queue for a live agent for you and call you back when one is available. You can expect to wait up to 8 minutes for a call back. If you would like our ExtraAgent to do this for you, press OK".
  - ♦ The customer receives a message on the screen that confirms that an automated ExtraAgent will call them back to speak the information they requested (recorded speeches, spoken press releases, music excerpts, etc).
  - ♦ A screen full of information is presented to prepare the customer for the live agent's call back.
  - ♦ The customer receives a message on the screen that confirms that the fax that they have requested will be sent to their fax number.
  - ♦ The customer receives a message on the screen that confirms that the information they requested will be sent via e-mail.
- If the customer selects "OK" to receiving a call back, a software agent is put in queue on the company's ACD.
- When a live agent becomes available, the software agent can do one or more of the following:
  - ♦ Present a screen full of information about the customer to the agent's PC.
  - ♦ Speak the information the customer left in the form on the Web to the live agent using Text-To-Speech synthesis.
  - ♦ Automatically outdial to the customer and connect them to a live agent.

EXHIBIT A

**SPANGLINK**  
COMMUNICATIONS

File 2:INSPEC 1898-2006/Apr W2  
(c) 2006 Institution of Electrical Engineers  
File 6:NTIS 1964-2006/Apr W2  
(c) 2006 NTIS, Intl Cpyrght All Rights Res  
File 8:Ei Compendex(R) 1970-2006/Apr W2  
(c) 2006 Elsevier Eng. Info. Inc.  
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File 56:Computer and Information Systems Abstracts 1966-2006/Apr  
(c) 2006 CSA.  
File 57:Electronics & Communications Abstracts 1966-2006/Apr  
(c) 2006 CSA.  
File 65:Inside Conferences 1993-2006/Apr 21  
(c) 2006 BLDSC all rts. reserv.  
File 94:JICST-EPlus 1985-2006/Jan W4  
(c)2006 Japan Science and Tech Corp(JST)  
File 95:TEME-Technology & Management 1989-2006/Apr W3  
(c) 2006 FIZ TECHNIK  
File 99:Wilson Appl. Sci & Tech Abs 1983-2006/Mar  
(c) 2006 The HW Wilson Co.  
File 144:Pascal 1973-2006/Mar W4  
(c) 2006 INIST/CNRS  
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec  
(c) 1998 Inst for Sci Info  
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13  
(c) 2002 The Gale Group  
File 603:Newspaper Abstracts 1984-1988  
(c)2001 ProQuest Info&Learning  
File 483:Newspaper Abs Daily 1986-2006/Apr 19  
(c) 2006 ProQuest Info&Learning

Set	Items	Description
S1	61	WEBCALL OR WEB()CALL
S2	0	S1 NOT PY=>1996
S3	10	AU=(SHOCKLEY, B? OR SHOCKLEY B?)
S4	16	SPANLINK()COMMUNICATIONS
S5	13	CO='SPANLINK COMMUNICATIONS INC'
S6	16	(S4 OR S5)
S7	0	S6 AND INTELLIGENT(3N)AGENT??
S8	0	S6 AND VIRTUAL(3N)AGENT?
S9	26	(S3 OR S6)
S10	9	S9 NOT PY=>1996
S11	7	RD S10 (unique items)



11/7/1 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

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05409194

**Title: Times Mirror ties down savings with voice response system**

Journal: Communications News vol.30, no.3 p.39

Publication Date: March 1993 Country of Publication: USA

CODEN: CMUNA9 ISSN: 0010-3632

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: The Times Mirror Co. is a major provider of pay-per-view cable TV services for 40 cable operations in 13 states. For special events like boxing matches, the cable service can receive up to 6000 calls an hour-generating nearly \$1 million in revenue in one afternoon. To improve customer service and prevent calls from being lost, **Spanlink**

**Communications** of Minneapolis installed a voice response system that uses AT&T's Unix-based Conversant Voice Information System. The new system, equipped with a Primary Rate Interface, enables Times Mirror to accept 800 number calls directly through a digital link to their central office, which reduces the number of transaction fees the company pays. (0 Refs)

Subfile: D

?

Enter Web Address: 

All

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\* denotes when site was updated.

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1996	1997	1998	1999	2000	2001	2002	2003	2004
0 pages	2 pages	3 pages	7 pages	9 pages	7 pages	6 pages	16 pages	15 pages
<a href="#">Feb 21, 1997</a>	<a href="#">Feb 10, 1998</a> *	<a href="#">Jan 25, 1999</a>	<a href="#">Mar 04, 2000</a> *	<a href="#">Feb 03, 2001</a> *	<a href="#">May 28, 2002</a> *	<a href="#">Feb 05, 2003</a> *	<a href="#">Feb 02, 2004</a>	
<a href="#">Jul 20, 1997</a>	<a href="#">Dec 05, 1998</a> *	<a href="#">Feb 08, 1999</a>	<a href="#">May 10, 2000</a> *	<a href="#">Mar 01, 2001</a> *	<a href="#">Jul 27, 2002</a> *	<a href="#">Feb 14, 2003</a>	<a href="#">Mar 22, 2004</a>	
	<a href="#">Dec 12, 1998</a> *	<a href="#">Feb 19, 1999</a>	<a href="#">May 11, 2000</a>	<a href="#">Mar 31, 2001</a> *	<a href="#">Aug 02, 2002</a>	<a href="#">Apr 01, 2003</a> *	<a href="#">Apr 03, 2004</a>	
		<a href="#">Apr 21, 1999</a> *	<a href="#">Jul 06, 2000</a> *	<a href="#">May 15, 2001</a> *	<a href="#">Sep 28, 2002</a> *	<a href="#">Apr 04, 2003</a>	<a href="#">Apr 07, 2004</a>	
		<a href="#">Apr 27, 1999</a>	<a href="#">Aug 15, 2000</a> *	<a href="#">Jul 08, 2001</a>	<a href="#">Sep 30, 2002</a>	<a href="#">May 29, 2003</a> *	<a href="#">Apr 28, 2004</a>	
		<a href="#">Oct 01, 1999</a> *	<a href="#">Oct 11, 2000</a> *	<a href="#">Aug 03, 2001</a> *	<a href="#">Nov 25, 2002</a> *	<a href="#">Jun 12, 2003</a>	<a href="#">May 26, 2004</a>	
		<a href="#">Nov 14, 1999</a> *	<a href="#">Oct 18, 2000</a>	<a href="#">Oct 07, 2001</a> *		<a href="#">Jun 19, 2003</a> *	<a href="#">Jun 03, 2004</a>	
			<a href="#">Dec 06, 2000</a> *			<a href="#">Jul 31, 2003</a> *	<a href="#">Jun 06, 2004</a>	
			<a href="#">Dec 18, 2000</a>			<a href="#">Aug 03, 2003</a>	<a href="#">Jun 10, 2004</a>	
						<a href="#">Sep 22, 2003</a> *	<a href="#">Jun 12, 2004</a>	
						<a href="#">Oct 06, 2003</a> *	<a href="#">Jun 13, 2004</a>	
						<a href="#">Oct 09, 2003</a>	<a href="#">Jun 23, 2004</a>	
						<a href="#">Nov 07, 2003</a>	<a href="#">Jul 04, 2004</a>	
						<a href="#">Dec 17, 2003</a> *	<a href="#">Sep 23, 2004</a>	
						<a href="#">Dec 25, 2003</a>	<a href="#">Sep 26, 2004</a>	
						<a href="#">Dec 28, 2003</a>		

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**Lucent Technologies debuts WebCall in Japan**

FOR RELEASE THURSDAY, MAY 08, 1997

TOKYO -- *(Editor's Note: This product was introduced in the U.S. on Dec. 4, 1995)* Lucent Technologies (NYSE: LU) today announced July availability of Spanlink's WebCall™ software, which allows consumers to conduct secure commercial transactions on the Internet.

Spanlink Communications, a developer of interactive computer telephony software, developed WebCall to allow World Wide Web users to initiate a direct telephone link to customer service representatives from anywhere on the Internet.

For example, customers reviewing an on-line catalogue can talk to a live service representative for more specific information such as shipping or payment, simply by clicking a button in a dialogue box containing their contact information. A service representative at a call center then receives this message as a callback request from WebCall. After checking the customer input, the service representative can call the customer immediately, again simply clicking on a button. If the customer prefers, WebCall can schedule a later callback time.

In addition, Lucent Technologies will conduct an on-line trial of this product from May 9 to 23 in order to familiarize Japanese customers with WebCall. To try WebCall visit Lucent Technologies Japan's special Web site at <http://www.lucent.co.jp/bcs/webcall/>.

WebCall operates with Lucent's DEFINITY® Enterprise Communications Server and Lucent's INTUITY™ CONVERSANT® Interactive Multimedia Response System for a total turnkey solution.

Lucent Technologies designs, builds and delivers a wide range of public and private networks, communications systems and software, consumer and business telephone systems and microelectronics components. Bell Laboratories is the research and development arm for the company. Lucent Technologies was formed as a result of AT&T's restructuring and became a fully independent company -- separate from AT&T -- on September 30, 1996.

Lucent Technologies has 121,000 employees in more than 90 countries, including 7,500 employees in the Asia-Pacific region. The company's Web site is <http://www.lucent.com> and Lucent Technologies Japan's local Web site is <http://www.lucent.co.jp>.

---

For more information, reporters may contact:

Miki Segawa  
Lucent Technologies Japan  
Office: 813-5561-3167  
Fax: 813-5561-3166  
Email: [mikisegawa@lucent.com](mailto:mikisegawa@lucent.com)

Rosemary Yaecker

Lucent Technologies U.S.  
908-582-3400  
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**AT&T, Spanlink to provide secure Internet links**

FOR RELEASE MONDAY, DECEMBER 4, 1995

ATLANTA -- AT&T and Spanlink Communications today announced the availability of Spanlink's WebCall™ software, which allows consumers to conduct secure commercial transactions on the Internet.

Spanlink Communications, a developer of interactive computer telephony software, developed WebCall to allow World Wide Web users to initiate a direct telephone link to customer service representatives from anywhere on the Internet through the use of "intelligent software agents," called ExtraAgents™. Consumers then can provide billing information, such as credit card numbers, securely over the telephone line.

"The Internet is dramatically changing the way people conduct business and retrieve information. But a large percentage of customers inevitably need live representative assistance," says Brett Shockley, Spanlink's chief executive officer. "WebCall integrates telephony and Internet access to make services more accessible, flexible, efficient and secure, saving time and money."

With WebCall, the Internet now becomes more than a place to market products, the companies said. Consumers can transact business with the reasonable assurance that it will be handled in a secure fashion.

Spanlink's ExtraAgents collect information about the caller, including the telephone number at which he or she can be reached. WebCall then links through the World Wide Web and onto AT&T's INTUITY™ CONVERSANT® Interactive Multimedia Response system, which completes the call.

Before the call is connected, WebCall displays a message indicating the expected wait time until a customer service representative will be available. Then the ExtraAgent waits in queue on behalf of the customer until both parties can be successfully connected.

Because the majority of a transaction is conducted on their Web site, companies implementing WebCall will save significant amounts of network and personnel expenses associated with a typical live call center. The live call center needs to be used only for the secure portion of the transaction or for personalized assistance.

For example, a customer reviewing an on-line catalogue can complete an order form, including a phone number and mailing address. Within a few minutes WebCall's ExtraAgent calls the customer back over the public telephone network to verify the transaction and to obtain more specific information, such as a credit card number.

Sensitive financial information can be collected using the INTUITY CONVERSANT system's advanced speech recognition software or by a live service representative. Once WebCall collects information about the caller, that information can be spoken over the telephone to the service representative or displayed at his or her desktop. Then, the service representative is connected with the customer.

If the customer prefers, WebCall can schedule an alternative callback appointment, at which time the ExtraAgent will connect the customer to the service representative.

"Evolution of the Internet from a basic marketing medium into a two-way business communications tool is dependent upon advances such as WebCall," said Marty Parker, strategic marketing director with AT&T Global Business Communications Systems. "Providing ease of access to the consumer and ease of acquisition for the information supplier, along with intelligent implementation and support, sets the foundation for future success of multimedia communication services."

WebCall operates with AT&T's DEFINITY® Enterprise Communications Server and AT&T's INTUITY CONVERSANT Interactive Multimedia Response System for a total turnkey solution. The companies are demonstrating it in booth 1300 at the Retail Delivery Conference in Atlanta this week. An interactive demo is available on-line at <http://www.spanlink.com>.

Customers who want more information can call their local AT&T account executive or 800-325-7466 Ext. 331, or Spanlink Communications at 800-452-8349 Ext. 8147.

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